

U.S. Department
of Transportation

United States
Coast Guard



Special Command and Flag Quarters Management Manual

COMDTINST M5300.11



COMDTINST 5300.11

COMMANDANT INSTRUCTION M5300.11

MAY 25 1994

Subj: SPECIAL COMMAND AND FLAG QUARTERS MANAGEMENT

Ref: (a) Flag Quarters Managers, COMDTINST 5300.9A
(b) Maintenance and Support of Special Command, Flag and
Command Quarters, COMDTINST 11103.1

1. PURPOSE. This manual provides the Flag Quarters Manager (FQM), the Flag Officer, and the Flag Officer's spouse an understanding of the FQM's official duties. It is also a comprehensive "how to" guide developed for use by FQM's, the Senior Enlisted Flag Quarters Manager (SEFQM), and housing and facility maintenance personnel.
2. ACTION. Area and district commanders and chiefs of offices and special staff divisions at Coast Guard Headquarters shall ensure compliance with the provisions of this manual. This manual is to be maintained at each special command or flag quarters assigned one or more FQM's.
3. DIRECTIVES AFFECTED. This manual complements reference (a), which established policy concerning selection and assignment of enlisted members to FQM billets; and the selection, assignment, and supervisory functions of the SEFQM. This manual also complements reference (b), which establishes policy and procedures for the operation, maintenance, repair, furnishing, replacement of furnishings and equipment, and budgeting responsibility for Flag Quarters.

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4. DISCUSSION. Certain Flag Officers warrant special command or flag quarters and enlisted quarters managers due to the social responsibilities inherent in the Flag Officer's specific billet. FQM's are assigned to assist Flag Officers by handling many tasks and details which, if performed by the Flag Officers, would be at the expense of their primary military and official duties. The SEFQM will provide management oversight of the flag quarters manager program Coast Guard-wide and will serve on the staff of the Chief, Office of Health and Safety.



J. W. KIME
Admiral, U. S. Coast Guard
COMMANDANT

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CHAPTER 1. FLAG QUARTERS MANAGER

A. SCREENING, SELECTION AND APPROVAL PROCESS. Only Subsistence Specialists (SS's) volunteering for Flag Quarters Manager (FQM) duty shall be selected for these assignments.

1. For SS's desiring assignment as an FQM, commanding officers and officers in charge shall complete the FQM command questionnaire (enclosure (1) to reference (a)), as part of the screening process and forward it to the Military Personnel Command (MPC-epm-2).

a. The screening, selection and approval process for FQM's is as follows:

- (1) Advertise the assignment opening.
 - (a) The SS Assignment Officer solicits volunteers and recommendations for FQM duty through the dial-a-billet system, the Subsistence Advisory Team, the SS School Chief, and the Senior Enlisted Flag Quarters Manager (SEFQM).
 - (b) Prospective FQM's submit a current Assignment Data Card (ADC). The command attaches a completed FQM command questionnaire to the ADC. The questionnaire is completed after a command interview of the prospective FQM.
 - (c) After the ADC is received by the MPC-epm-2 Central Assignment Control (CAC) officer, the CAC reviews the member's personnel service record. The CAC recommends approval or disapproval of the request and notifies the member's command.
 - (d) If the CAC recommends approval of the member's request, the SEFQM will make arrangements for the prospective FQM to visit a flag officer's quarters to observe the actual working conditions.
 - (e) If the SS still wants an FQM assignment and receives a favorable endorsement from the visited quarters' flag officer, the SS will be placed in an approval pool for possible assignment to flag quarters.

(2) Select the FQM from the approved pool of candidates.

- (a) The SS Assignment Officer will provide the flag officer's aide with the recommendations on the approved pool of FQM applicants.
- (b) The flag officer reviews the recommendations and notifies the CAC to arrange interviews with the acceptable candidates.
- (c) During each prospective FQM interview, the flag officer and spouse will clearly express their expectations to the candidate and solicit the concerns of the prospective FQM. A recommended interview guide for the flag officer and spouse is provided in Appendix A.
- (d) When the FQM is selected by the flag officer, the SS Assignment Officer will arrange and issue permanent change of station orders.

B. RATING CHAIN. The flag officer is responsible for supervising the assigned FQM'S and will serve as Supervisor, Marking Official, and Approving Official.

C. INTERPERSONAL SKILLS. FQM's must develop a sense of responsibility, a professional demeanor and a relationship with the flag officer, spouse and family members so that the flag officer's family life will not be disrupted. The FQM is a unique assignment, unlike any other SS job in the Coast Guard. However, to meet and exceed expected levels of performance, the FQM's must be guided by the following basic precepts:

1. The same courtesies extended to the flag officer and the flag officer's family must be extended to guests visiting the quarters.
2. The FQM should avoid involvement in the flag officer's private matters and be discreet about the flag officer's personal and family affairs.
3. The FQM must realize that they are working in someone's home. At times, the FQM may be in a position of not knowing how to react in a situation or of not knowing what to do. The flag officer, flag officer spouse and family members look to the FQM for technical advise on everything from private matters to official functions. To meet and exceed expected requirements, the FQM must develop a sense of responsibility, anticipate what needs

to be done, and do it. The FQM must be keen to the needs of the flag quarters because the FQM will not always be told what to do.

4. The FQM must develop a special attitude and relationship with the flag officer and family members so that normal family functions will not be disrupted. The FQM should be guided by the following basic precepts:
 - a. Be alert to the needs of others.
 - b. Do not always wait to be told what to do.
 - c. Respect the privacy and feelings of others.
 - d. What is heard in the flag quarters, remains in the household.
 - e. Anticipate the needs of others.
5. The FQM must always be conscious of their actions while in the flag quarters. The flag quarters is the flag officer's home and not a work place. Certain rules must be followed. The following rules are established and are to be adhered to unless deviation is specifically authorized by the flag officer. The flag officer may require additional requirements of the FQM.
 - a. Visitors. The FQM shall not receive or entertain personal visitors at the flag quarters.
 - b. Tobacco. The FQM shall not use tobacco products of any kind while inside the flag quarters.
 - c. Telephone. The FQM shall not receive or make unofficial telephone calls from the flag quarters, except for emergencies. The FQM shall, under no circumstances, give out the phone number of the flag quarters to unauthorized persons.
 - d. Radio/Television. The FQM shall not listen to music systems or watch television while inside the flag quarters. Nor will any FQM personally owned entertainment equipment be used in the flag quarters.
 - e. Language. The FQM shall present a polite and courteous manner of speaking at all times, in person or by telephone. The FQM shall avoid using slang or uncouth sayings.

f. Gifts. The FQM may receive gifts from the flag officer and family members, however, the FQM shall not give gifts to the flag officers family. The FQM may give the flag officer family a birthday or Christmas card, but gift giving by subordinates to superiors is expressly prohibited.

g. Personal Integrity. The FQM should always be aware of the special trust placed in them. The FQM should never commit any act that can be perceived as disloyal. The FQM should avoid situations, such as indebtedness, use of the flag officers name or property for personal gain, or any other actual or perceived act. Remember, If IT LOOKS WRONG, IT PROBABLY IS WRONG.

h. Personal attributes. The FQM is expected to maintain a professional appearance, and appropriate military bearing and conduct when handling personal affairs. The FQM should maintain the following personal qualities:

- (1) Honesty. The FQM must be trustworthy and should never remove or destroy anything that may be of value. The FQM should always be truthful and direct when dealing with others.
- (2) Punctuality. The FQM shall be punctual when reporting for duty and in completing all assignments.
- (3) Dependability. The FQM must be dependable. The FQM's superiors and associates should be confident that the FQM will exercise skill, good taste, and judgment in getting the job completed.
- (4) Manners. Whether in Coast Guard uniform or civilian attire, the FQM should always be courteous and extend proper consideration and respect to others.
- (5) Judgment. Sound judgment requires forethought, planning, and consistency. The FQM should be able to make quick decisions using sound judgment in determining what to do in a variety of situations.
- (6) Loyalty. The FQM should be very discreet about personal and family matters that take place in the flag officer's household. The flag officer and family are entitled to their privacy. Observations of matters or incidents occurring in the flag officer's household should not be discussed with peers, associates, or friends.

- (7) Counseling. The FQM must be mature enough to seek advice and counseling when a problem arises. When a problem or situation has the potential for causing embarrassment, the FQM should seek advice from the Senior Enlisted Flag Quarters Manager, or when appropriate, the flag officer. The key to success is the ability to recognize a problem before it becomes serious.

- D. TRAINING. Training will be provided specifically for the skills required for Coast Guard flag quarters management. This may include military and social etiquette and protocol, uniform maintenance, quarters security, catering social functions, bartending, and minor repairs and maintenance. Detailed training requirements and sources will be identified by the SEFQM. Additionally, a short familiarization and indoctrination visit to a flag quarters will be required for all ~~SS's~~ being considered for a FQM assignment.
- E. CORE HOURS. Except in unusual circumstances, normal duty hours for FQM's should be comparable to those for other enlisted personnel in the area.
1. FQM's should not be assigned duties on weekends or holidays, except when official functions are scheduled or must be prepared for on those days. If the FQM is required to perform for an official function outside the normal established work hours, the FQM should be compensated for the time spent no less than hour for hour.
 2. FQM's should be provided the same consistency in their working hours (and advance notification of changes) as are other enlisted personnel.
- F. TERMS OF SECONDARY EMPLOYMENT. FQM's may be employed by the flag officer on a voluntary paid basis for personal functions or services. Payment should be reasonable and commensurate with the services rendered. If the FQM desires off-duty employment other than at the flag quarters, this employment must conform with the policy established in Article 16-E-1, Coast Guard Personnel Manual, COMDTINST M1000.6. In addition, the FQM shall request permission in writing (Special Request Chit), detailing the specifics of the employment.
- G. PROFESSIONAL DEVELOPMENT. The following is a recommended career path for ~~SS~~ advancement and development:
1. Subsistence Specialist Third Class. Entry level development of culinary, leadership and teamwork skills.
 - a. Duty normally includes a 3 year assignment to large, medium, and small Coast Guard dining facilities.

- b. Assignment as a WHEC or WAGB CO cabin SS provides experience for SS's desiring future flag quarters assignments.
- c. For promotion, SS3's need to complete the current performance based qualifications and correspondence course for SS2, and the MRN course for E-5. Additional training in culinary skills (cooking and procurement) and basic inventory management is useful and can be obtained through SS "C" school.
- d. High performing SS3's should advance to SS2 within two years following promotion to SS3.
2. **Subsistence Specialist Second Class.** Develop small dining facility management skills.
- a. The SS should serve at an independent duty unit (patrol boats, SAR stations). Independent duty provides the SS with the opportunity to develop discipline to work alone, learn paperwork management, and manage a dining facility.
- b. For promotion, SS2's need to complete the current performance based qualifications and correspondence course for SS1, and the MRN course for E-6. Additionally, training in property management and procurement, and drafting official correspondence is helpful.
- c. High performing SS2's should advance to SS1 within two years following promotion to SS2.
3. **Subsistence Specialist First Class.** Develop medium dining facility management and supervisory skills.
- a. Duty normally includes serving as the senior SS (Food Service Officer) of a medium size dining facility with 2 to 4 junior SS's assigned (WLB's, large stations). SS1's also serve in support of the senior SS (Jack of the dust, galley supervisor, wardroom supervisor, dining facility MAA) at large dining facilities with more than 4 SS's assigned, independent duty at isolated units, or as FQM's.
- b. For promotion, SS1's need to complete the current performance based qualifications and correspondence course for SSC and the MRN course for E-7. Additional training in developing training plans and courses for junior SS's is recommended.
- c. High performing SS1's should advance to SSC within five years following promotion to SS1.

4. Chief Subsistence Specialist. Develop large dining facility management skills and assume a leadership role in the SS rating.
 - a. Serve as food service officer of a medium or large dining facility (WMEC, base, group, air station), in NAFA billets (exchanges, clubs, MWR), as SS instructor, as a contracting officer's technical representative (COTR) of a contracted dining facility, or as a Subsistence Advisory Team member.
 - b. For promotion, SSC's need to complete the current performance based qualifications for SSCS. Additional training or opportunities to develop proposals/action plans and personnel resource management experience and CPO Academy training is recommended.
 - c. High performing SSC's should advance to SSCS within five years following promotion to SSC.

5. Senior Chief Subsistence Specialist. SSCS's serve as food service officers of large dining facilities (WHEC, WAGB), Subsistence Advisory Team Members, SS "A" and "C" school instructor supervisor, and as a COTR. CPO Academy training is mandatory. High performing SSCS's should advance to SSCM within five years following promotion to SSCS.

6. Master Chief Subsistence Specialist. SSCM's are in charge of Subsistence Advisory Teams or are assigned as SS School Chief, SS Rating Force Manager, COTR at the Academy, and as CEA's.

H. SENIOR ENLISTED FLAG QUARTERS MANAGER (SEFQM). The SEFQM is an SSC/SSCS who will oversee the quarters and their assigned FQM's. The SEFQM will report to the Deputy Chief, Office of Health and Safety.

1. Description of SEFQM Duties. The SEFQM will:

- a. Visit each flag quarters at least annually. These visits are intended to provide advice, assistance, and training to improve the quality of service and to help resolve materiel and personnel problems at the quarters. These visits will assist the SEFQM in developing changes to the Special Command and Flag Quarters Management Manual, reviewing FQM qualifications, and identifying FQM training requirements. In addition, the SEFQM will visit various Coast Guard commands to recruit prospective FQM's. Travel will be approved by the SEFQM's supervisor.

b. Respond to all inquiries from flag quarters about FQM matters. The call may originate from the flag officer or the flag officer's spouse, aide, or FQM.

c. Prescribe and evaluate formal and on-the-job training for all FQM's. The SEFQM shall challenge curricula, and determine and continuously verify training needs through input from flag officers, their spouses, aides, and FQM's. The SEFQM shall schedule and track individual FQM training programs.

d. Provide mentoring, professional development guidance, and counseling for FQM's.

e. Recommend changes and maintenance to this manual, including printing, updating, and distribution. All changes, recommendations, or new editions will be reviewed and approved by the Commandant (G-C).

f. Recruit and advertise for potential FQM's. Market the program through the Commandant's Bulletin, Hi-Line magazine, Subsistence Newsletter, and other publications and articles, and personal visits to commands. Conduct FQM program informational and recruitment presentations to all assigned SS's during command visits.

g. Maintain a professional reading and video library for FQM training (military and social protocol and etiquette, catering social functions, meal presentation, minor maintenance and repair, etc.). The SEFQM will control the replacement and distribution of library videos and publications.

h. When requested, provide administrative guidance to the Commandant's Flag Mess and assist the senior SS assigned in developing and reviewing this private mess' management procedures. Direct involvement in the day to day operations of this mess will not usually be required.

i. Conduct FQM training annually at Training Center Petaluma with the assistance of the SS School. This training is intended to improve FQM service and will include hospitality, protocol, etiquette, conduct, and food preparation and presentation.

j. Assist the FQM's in identifying sources for procurement of food service equipment and quarters' materiel needs, as necessary.

k. Participate in the screening and selection process for FQM's. The SEFQM will evaluate all FQM candidates and provide input to the SS Assignment Officer, ensuring each candidate has been properly screened and recommended by the member's command.

2. SEFQM Selection. The SS Assignment Officer shall screen all eligible E-7 and E-8 SS's and recommend a list of SEFQM candidates to a selection board. The members of the board will be the SS Rating Manager, Training Center Petaluma SS School Chief, Commandant's Aide, Vice Commandant's Aide, SS Assignment Officer, Central Assignment Control II Officer, and Deputy Chief, Office of Health and Safety.
3. SEFQM Prerequisites and Training. The SEFQM billet is a four year tour with a minimum of two years of obligated service. The position is open to all E-8 and E-7 SS's in accordance with the current Senior Enlisted Assignment Policy (SEAP). Training for this position includes the Chief Petty Officer (CPO) Academy (G-P-CPO-ACAD), Mentor Training (PD2-001), Course Design (G-P-CDC), Basic Instructor Training (G-P Instructor), and the full FQM training syllabus. The SEFQM will attend the CPO Academy as pipeline training.
4. The SEFQM may be reached at Commandant (G-KOM-3), (202)-267-6055.

- b. Check for dust on doors, baseboards, windows, window sills, and draperies/curtains and remove with damp cloth or other approved dusting/cleaning solution.
 - c. Check and spray glass mirrors for smudges, stains, and other marks with appropriate glass cleaner. Wipe mirrors with dry lint free cloth or paper, wiping extra hard to remove stubborn stains/spots. Spray again, if necessary, and wipe mirrors dry.
2. Clean and sanitize lavatory, tub, toilet bowl, and shower area(s).
- a. Use a damp cloth or sponge.
 - b. Use a recommended chemical cleaner for each type of fixtures (e.g., porcelain, ceramic, etc.).
 - c. Scrub the fixture being cleaned in a circular motion, washing the entire area surrounding the fixture.
 - d. Rinse the fixture thoroughly and dry with a clean lint free cloth.
 - e. To remove iron rust stains, mildew, or extremely stained/discolored bathroom fixtures, use an approved recommended cleaner following the manufacturer's instructions.
 - f. Polish all chrome and brass fixtures, such as faucets, handles, spigots, and toilet paper holders.
3. Mop floor area(s).
- a. Use soap, detergent, or other approved chemical cleaner mixed with the proper amount of water to clean floor(s).
 - b. Using a floor mop, wet floors thoroughly with the cleaning solution.
 - c. Mop in all corners, behind doors, and around toilet bowl, changing the water if necessary.
 - d. Wring out excess water from the mop and dry mop the floor completely.
 - e. Ensure that safety precautions are followed if members are in the quarters and you are leaving the mopped area unattended. Let the floor air dry.

4. Fill tissue rollers/dispensers.

- a. If less than half full, place an extra roll of paper and/or box of tissue in an area that will be accessible.
- b. If empty, replace with a new roll and/or box of tissue.

D. CLEAN WINDOWS. Use the appropriate cleaning supplies to remove all spots and dirt from panes and picture windows. Remove all dust and lint from frame and sill. When using commercial cleaners, always refer to the manufacturer's instructions.

1. Dust window sills and frames.

- a. Using a dry cloth, dust sills and window frames.
- b. Dust in corners, around base, sides, and where the window frames meet the panes or glass.

2. Spray cleaner on the window or wipe on with a sponge.

- a. Wipe the glass clean with soft paper towels or with window wipes.
- b. If using an alternative noncommercial cleaning solution to clean windows, alkaline solutions, soda and ammonia, and solutions containing alcohol, should be handled carefully because they damage painted, lacquered, and varnished surfaces.

c. Do not mix chemicals together. Use the approved product manufacturer's instructions.

3. If using a solution or other commercial window cleaner using chamois cloth, sponge, or soft cloth, follow the steps below:

- a. Dip the chamois, sponge, or soft (lintless) cloth into water solution.
- b. Rubber sponges are useful for large windows.
- c. Squeeze it as dry as possible.
- d. Wash the top and bottom and then the middle of the window pane(s).
- e. If the window is very dirty, rinse and repeat steps a, c, and d above.
- f. Dry the window pane(s) immediately with a clean, damp chamois or paper towel(s).

4. If using a squeegee, apply water/cleaning solution as indicated in paragraph above. Then apply the squeegee as follows:
 - a. Hold your drying item at an angle of 90°.
 - b. Pull down from the top to remove water solution from the window pane.
 - c. If necessary, use a side-to-side motion to remove water solution from the pane.
 - d. Overlap your drying motions to prevent streaking.
 - e. Change the washing water solution as soon as it becomes dirty.
 - f. If the window is very dirty, rinse and repeat cleaning steps.
 - g. Dry the window pane(s) immediately with a clean, damp chamois or paper towel(s).
5. If necessary, remove paint or putty stains from window pane(s) or glass.
 - a. Remove fresh paint stains with turpentine or cleaning fluid.
 - b. Soften old stains with turpentine.
 - c. Scrape them off with a razor blade or similar object.
 - d. Dry window pane(s) or glass with clean cloth.
 - e. Putty smears will yield to ammonia.
6. Observe the following recommended precautions when cleaning window pane(s) or glass.
 - a. Do not scrub dirty glass with a dry cloth.
 - b. Do not work on windows when the sun is shining directly on them.
 - c. Do not use soap.
 - d. Do not sit on a window sill with your body extended outside the window to clean exterior window(s).
7. When washing windows at flag quarters, and safety is a concern of the FQM, the FQM should discuss their concerns with the flag officer or flag officer's spouse.

E. CLEAN CEILINGS AND WALLS. Use only approved compounds, chemicals, equipment, and techniques to clean the area(s). Remove stains, spots, dust and dirt from surfaces. If appropriate, treat surfaces with preservative(s) after cleaning. Always follow the product manufacturer's instructions.

1. Prepare room for cleaning ceilings and walls.

- a. Turn back the rugs, or remove them from the room.
- b. Move the furniture carefully to the center of the room.
- c. Cover the furniture with plastic or other suitable material.
- d. Remove all pictures from the wall(s).
- e. Assemble the appropriate supplies (wall brush, vacuum, cloth-covered broom, sponges, clean rags, wash pail, rinse pail, cleaning solutions and/or approved chemical cleaners, rubber gloves, etc.).

2. Dust Ceilings.

- a. Use a cloth-covered broom or other appropriate equipment to dust entire ceiling in all corners, and very carefully around light fixtures.

3. Dust and clean light fixtures.

- a. If necessary, dust light fixtures and remove the parts of fixtures that can be removed.
- b. If appropriate, wash in mildly warm soapy water.
- c. Rinse fixture part(s), and dry completely.
- d. Replace cleaned light fixture part(s) properly.
- e. Carefully dust light bulbs to get a brighter glow.

4. Prepare a cleaning solution.

- a. Use the following recommendations to assist you in preparing water solutions.
 - (1) Use only an approved commercial cleaner for cleaning flat painted walls.
 - (2) Use only an approved commercial cleaner or 1 teaspoon of baking soda per gallon of hot water for glossy painted walls.

5. Dust and wash walls and woodwork.

- a. Use a cloth-covered broom to dust in all corners, top, middle, and base of walls.
- b. Dust from the top of the wall to the bottom with downward motions.
- c. Dip a clean rag, cloth, or sponge in a wash solution.
- d. Wash wall(s) with a wet cloth using even strokes or circular motions.
- e. Rub firmly to remove stains and spots.
- f. Wipe area dry with another clean rag.
- g. If necessary, use another rag dipped in clean rinse water to wipe area dry.
 - (1) Squeeze out excess water, and
 - (2) Wipe the walls dry.

6. Use preservative on surfaces, if necessary.

- a. Apply approved wax or polish on surfaces.
- b. Rub in wax or polish thoroughly.
- c. Wipe up excess wax or polish to avoid dust-catching and slippery surfaces.
- d. Wax or polish may be used on chair rails, baseboards, window sills, etc. Preservatives with a paraffin or linseed oil base are recommended. Follow the product manufacturer's instructions.

7. Check for and report any places on the surface where loose or cracked plaster may indicate general decay of the foundation.

- a. Report any decay or damage to the appropriate quarters maintenance personnel.

F. MAINTAIN CARPETS. You are to operate the vacuum cleaner and rug/carpet shampooer properly according to the manufacturer's instructions. Maintain and clean carpets using the appropriate cleaning supplies to remove any spots, stains, or odors. Be extremely careful not to damage legs of tables and other furniture while vacuuming.

1. Prepare room(s) to clean a carpet or rug.

- a. Remove lightweight furniture from the room.
 - b. Place furniture to one side of room until the other side of room is vacuumed, cleaned and dried.
 - c. Remove scatter-sized rugs.
 - d. Protect the base of furniture legs and casters.
 - (1) Place a small plastic bag under/around legs and casters.
 - (2) Secure in place with masking tape or rubber bands.
2. Vacuum carpet.
- a. Using a slow forward and backward motion, vacuum the entire carpet area. Slow movement results in the most effective soil removal.
 - b. Vacuum slower and more often in "heavy traffic lanes." Carpet becomes soiled at an uneven rate due to the "traffic lanes" accumulating more soil than the surrounding carpet(s).
3. Treatment of stains and spots.
- a. Spilled substances.
 - (1) Depending on size, use a wet/dry vacuum, clean dry cloth or paper towels.
 - (2) Place over spill to soak up excess.
 - (3) Apply water to the spot with a dampened sponge or cloth.
 - (4) Using another cloth or sponge, wipe the area dry.
 - (5) Repeat steps 3 and 4 above, if necessary.
 - b. Dry type spots.
 - (1) Wipe up or vacuum any dried substance.
 - (2) Scrape up any semisolid substance with a spoon or spatula.
 - (3) Dampen a clean white cloth with a carpet cleaner or other approved solvent for the particular spot.

- (4) Place the dampened cloth on the spot and stand on the cloth for about 30 seconds to a minute. This allows the vapors of the solvent to dissolve the spot.
- (5) Do not pour the solvent directly on the carpet/rug.
- (6) Remove the cloth.
- (7) Repeat steps 4 and 6 above using a different portion of the cloth to place over the spot, if necessary.

c. Wet type spots.

- (1) Blot up any liquid with a paper towel or with a slightly moistened sponge or cloth.
- (2) Dampen a sponge or cloth in lukewarm water or approved chemical cleaner for the particular spot or stain.
- (3) Gently sponge the stain with the dampened sponge or cloth working always from the center of the stain toward the edge. Do not scrub roughly.
- (4) A soft bristled brush or fingertips may be used to work cleaning solvent into the soiled carpet area.
- (5) Using another clean, dry cloth, wipe up the excess moisture.
- (6) If necessary, place another clean, dry cloth over the spot and stand on the cloth about 30 seconds.
- (7) Remove the cloth.
- (8) Repeat steps 2 through 7 above until the spot is removed from the carpet or rug.

d. Hot, melted, spots.

- (1) Dampen a white cloth with a mineral spirit such as paint thinner.
- (2) Apply the dampened cloth to the spot and allow it to remain there for 15 to 20 minutes to soften the spot.
- (3) Blot the damp spot with either paper towels or a dry white cloth.

- (4) Repeat steps (2) and (3) until the adhesive and any stiffness or stickiness is removed.
- (5) Clean the entire area around the spot that might have been affected by the mineral spirits.
 - (a) Read carefully and follow the product manufacturer's directions and instructions when using a chemical solvent to clean carpet or rug.
 - (b) Use lukewarm water or an approved carpet cleaner to wash the area affected.
 - (c) Blot up any excessive moisture with clean, dry cloth.
 - (d) If necessary, rinse lightly with plain water.
 - (e) Wipe area dry with another clean cloth.
 - (f) Allow the area to dry before resuming traffic.

4. Shampoo carpet.

- a. Always read and become familiar with the operating instructions and procedures carefully before attempting to operate the equipment.
- b. Shampoo carpet or rug.
- c. Allow carpet to dry.
- d. Maintain a file folder or box with manufacturer's suggestions for cleaning and maintaining carpets.

5. Observe the do's and don'ts of maintaining carpets.

- a. Do's.
 - (1) Slip folded wax paper or plastic bags under table and chair legs and casters to prevent stains when shampooing carpets.
 - (2) Lift and remove furniture that can be moved before shampooing carpets.
 - (3) Turn "movable" rugs and scatter rugs around every 2 weeks in an effort to distribute wear and tear of the carpet.

(4) Air manageable rugs in the sunshine occasionally, as necessary.

(5) Snip off fiber ends that may be hanging or have pulled loose.

b. Don'ts.

(1) Soak or wet carpet excessively.

(2) Let furniture stand on a damp carpet if it can be avoided.

(3) Walk on a dampened carpet or rug.

(4) Drag or shove furniture on a dampened carpet, or at all if it can be avoided.

G. MAINTAIN HARDWOOD FLOORS. Perform the necessary maintenance on decks. Remove all dirt and stains from the wood. Upon completion of the task, the wood must have a highly polished gloss, free from excess wax. Apply wax and buff with the grain.

1. Dust floor(s).

a. Dust the floor by mopping the entire area with a dampened mop to remove dust and other loose particles.

b. Vacuum the floor by using the brush attachment.

c. You may use a broom to sweep the floor(s) first, especially if there are large, loose particles scattered around the floor.

2. Remove wax, if necessary.

a. If using commercially prepared floor stripping agent, READ and FOLLOW the manufacturer's directions and instructions to remove wax.

b. Commercial agents such as wood preparation and wood dressing may be used to maintain hardwood floors.

c. After following instructions for applying the stripping agent, scrub with plastic or nylon scouring pads.

d. Wipe up the solution and dissolved wax promptly.

e. Rinse the floor with clean, clear water until no residue remains.

- f. Depending on the amount of water on the floor, vacuum with a wet-dry cleaner and allow to dry.
 - g. If necessary, repeat steps c through f.
 - h. Allow to dry for about 20 to 30 minutes before waxing.
 - i. It is recommended that all wax be completely removed from tile floors at least twice a year.
3. Remove spots or stains, if necessary.
- a. Black heel marks.
 - (1) Rub marks with fine steel wool.
 - (2) Apply floor wax or polish and rub in well.
 - (3) Polish and buff the affected area.
 - b. Burn marks.
 - (1) Lightly sand marks with sandpaper.
 - (2) Wash off affected area.
 - (3) Allow to dry.
 - (4) Wax the affected area.
 - (5) Polish and buff.
 - c. Gum, wax, tar, and crayon marks.
 - (1) Scrape up with spatula or similar object.
 - (2) Rub with fine steel wool and odorless mineral spirits.
 - (3) Wax affected area.
 - (4) Polish and buff.
 - d. Dark spots.
 - (1) Remove wax or polish.
 - (2) Wash area with vinegar and allow to soak in for 3 to 5 minutes.
 - (3) Wipe area dry.
 - (4) Wax affected area.

- (5) Polish/buff.
- e. Grease, oil spills.
 - (1) Wipe up immediately.
 - (2) Sponge with liquid detergent straight from the bottle.
 - (3) Sprinkle with baking soda and leave on overnight.
 - (4) Wash with a general household cleaner containing ammonia.
 - (5) Rinse with clear, clean water.
 - (6) Wipe dry.
 - (7) Wax affected area.
 - (8) Polish and buff.
- 4. Repair scratches or gouges, if necessary.
 - a. Select a commercial scratch hider, crayon, or filler that matches the color of the floor from a local hardware store.
 - b. Clean the affected area to remove all the wax and/or oil.
 - c. Apply scratch hider, crayon, or filler to scratches or gouges with appropriate applicator.
 - d. When filler is set, lightly sand smooth and wipe clean with a dampened cloth.
 - e. Wax area affected.
 - f. Polish and buff.
- 5. Applying wax to a wooden floor.
 - a. If you can, move the furniture from the room to a designated location or move it to the middle.
 - b. Wax the edges of the floor first, and let dry. Move the furniture back in place or to the edge of the room and wax the middle portion of the floor.
 - c. Dampen wax applicator with clear water, removing excess.

d. Apply wax using the dampened applicator to spread a very thin layer on 5 foot by 5 foot areas at a time until the entire room has been waxed.

e. Use a thin layer of wax, otherwise, too much wax will make the floor sticky and difficult to polish to a hard finish. If using paste wax, apply a second coat to heavy traffic areas. Always wash applicator promptly before the wax hardens. Follow the product manufacturer's directions and instructions.

6. Buff wood floor.

a. Polish/buff with a buffing machine.

b. As you polish the floor, allow your motions to follow the grain of the wood.

7. Observe these helpful hints for maintaining wooden floors.

a. Remove spills PROMPTLY with a damp cloth.

b. If the spill contains milk or sugar:

(1) Dip a cloth in a mild detergent solution.

(2) Wring the cloth out.

(3) Wipe the spill.

(4) Rinse the cloth in clear water.

(5) Wring cloth out.

(6) Wipe spill area again to remove detergent film and allow to dry.

H. MAINTAIN CRYSTAL. Maintain and wash lead crystal using the manufacturer's recommended procedure. Handle only one piece of crystal at a time. Wash gently in warm soapy water using a mild detergent solution, rinse in warm water. Dry with one cloth and polish with another.

1. Wash crystal.

a. Wash glassware first, silver second, dishes third, and pots and pans last.

b. Prepare warm soapy water using a mild detergent solution.

c. Place a rubberized pad on the bottom of the washing sink when washing any breakable utensil.

- d. Plain crystal can be washed with 1 tablespoon of ammonia added to 3 gallons of the wash water.
- e. Do not use ammonia on crystal that has decorative trim; ammonia can fade the color.
- f. Prepare warm rinse water.
- g. To prevent breaking, lift crystal by stem, one piece at a time.
- h. Wash each piece holding crystal by its cup using a lint-free cloth or sponge.

2. Rinsing crystal.

- a. Dip crystal, one at a time, in warm rinse water.
- b. Place rinsed crystal upside down on a soft cloth to drain and to avoid chipping.
- c. To remove stains and discoloration, do the following:
 - (1) Dissolve a detergent tablet or dishwasher detergent in hot water or mix a solution consisting of 1 tbsp of vinegar to 1 gallon of water.
 - (2) Allow the solution to cool.
 - (3) Immerse the crystal in a cool detergent solution.
 - (4) Let soak overnight.
 - (5) Rinse well with the vinegar and water solution.
 - (6) Rinse, again, in warm water.
 - (7) Drain the crystal, upside down, on soft cloth.

3. Drying crystal.

- a. Lift each piece of crystal by stem.
- b. Use lint free cloth to dry crystal. Dry crystal one piece at a time by holding its cup firmly to ensure it does not slip out of your hands.
- c. Place dried crystal on a flat surface.

4. Polish crystal.

- a. Use a clean, dry, lint free cloth to polish the crystal.
- b. Polish one piece of crystal at a time.
- c. Place on a flat surface after polishing.

5. Store crystal.

- a. Separate crystal according to use.
- b. Place crystal in designated storage area in the upright position.
- c. Ensure that crystal is stored in a neat, orderly manner not touching each other.

I. CLEAN AND WAX FURNITURE. All designated items must be cleaned with proper supplies, cleaning solution(s), and equipment. The appropriate technique(s) must be followed in cleaning furniture. Always maintain labels from furniture and refer to manufacturer's instructions when cleaning. Check with flag officer or spouse for preferences of polishes (waxes or oils) to be used on furniture.

1. Dust all furniture surfaces completely after carefully removing lamps, knicknacks, etc.

a. Use the appropriate vacuum cleaner attachment or a clean, dry, hemmed duster to remove dust from furniture.

b. Oiled and treated dusters should be used ONLY on furniture polished with an oil polish. Never spray polish directly on furniture.

c. Give each piece of furniture an extra rub to keep it lustrous.

2. Remove spots or stains.

a. Depending on the type of spot or stain, procure a commercial product for removal. Refer to the product manufacturer's instructions.

3. Furniture cleaning tips.

a. Wooden (finished).

(1) Prepare water mixture of white soap or Borax with warm water.

(2) Dip a soft cloth into the sudsy water mixture.

- (3) Squeeze out excess water.
- (4) Wash spotted/stained area following the wood grain.
- (5) Rinse PROMPTLY with a second cloth wrung out, using clear warm water.
- (6) Wipe furniture dry.
- (7) Allow the furniture to dry.

b. Varnished.

- (1) Dampen soft cloth with pure, raw linseed oil and wipe furniture briskly.

c. Remove spots/stains from furniture by using this alternative method:

- (1) Determine whether the stain is in the wax finish, polish, varnish, shellac, or whether it has penetrated the wood.
- (2) After removing a portion of the stained matter or solid material, try rubbing the stain with your usual polish.
- (3) If the stain still remains, it is probably in the wood. It will have to be bleached or sanded and refinished by a professional. There are many commercial products available in local stores that are specifically made to remove certain spots and stains.

d. Refer to Appendix B to assist you in removing stains from other types of furniture.

4. Polishing wood furniture.

a. Select and use appropriate polish, wax or oil for the particular furniture.

b. Refer to the product manufacturer's instructions and procedures.

c. Apply polish, wax or oil sparingly, rub with the grain of the wood using a soft cloth.

d. Too much polish (whether oil or wax) makes buffing difficult.

e. Finally, rub with a soft cotton flannel cloth to polish.

5. Treating leather, vinyl, wickerwork, cane, and bamboo furniture.

a. Leather.

- (1) Wipe with a damp sponge dipped in saddle soap or mild soap and water mixture.
- (2) Wipe off excess wetness.
- (3) Polish with a soft, dry cloth.
- (4) To keep from cracking, condition with a commercial leather conditioner. Do not use waxes or mineral oil. Do not place leather near radiators or windows.

b. Vinyl.

- (1) Clean with a solution of mild dishwashing liquid and warm water on a sponge or cloth.
- (2) Rinse with a damp sponge.
- (3) Polish, at least once a year, with a creamy furniture polish after cleaning.
- (4) Do not use solvents, abrasives, leather conditioners or strong household cleaners to clean or remove stains. Avoid acetone.

c. Wickerwork and cane.

- (1) Dust regularly with a soft brush dampened with furniture oil or water.
- (2) If furniture is flat, use a sponge.
- (3) Use the brush and crevice attachments of your vacuum cleaner.
- (4) Moisten once a year with a fine spray of water to keep the fibers from drying out, shrinking, or stretching.
- (5) Clean the furniture by scrubbing with warm, soapy water outdoors. If cleaning indoors, use a bathtub.
- (6) Dry in the sun, if possible.

- (7) One tablespoon of salt may be added to each quart of washing solution to prevent light-colored furniture from changing color and to prevent stickiness.
- (8) Rinse well with water and dry near an open window (preferably in the sun) or in a warm room with a fan.
- (9) Wax furniture, if desired, with a natural base to protect it, or spray with a commercial wax.

d. Removal of mildew from wicker/cane.

- (1) Using a soft paint brush, paint light colored and painted furniture with a solution of chlorine bleach and warm water.
- (2) Spray with a chemical mildew remover using the product manufacturer's safety and use instructions.
- (3) Rub darker wicker with diluted ammonia on a soft cloth.
- (4) Rinse well with water.
- (5) Let it dry thoroughly, in the sun if possible.
- (6) To prevent mildew, coat with two layers of shellac using the product manufacturer's instructions.

e. Repairing unraveling of wicker/cane.

- (1) Soak the ends in warm water until they are pliable.
- (2) Brush with wood glue, and push back into place.
- (3) Secure the ends in place with a small nail or braid until the glue is dry.
- (4) Refinish, if necessary.
- (5) Reposition the furniture, if necessary.

J. MAINTAIN LINENS. Clean all linens (damask napkins, table cloths and cloth doilies) using a washer and dryer, or send them to a laundry. Ensure that linens are not damaged during the cleaning and pressing process if they are pressed in quarters. Linens used for formal meals should be stored separately from those used every day. Only clean, dry linens should be stored.

1. Wash linens.

a. Maintain labels and refer to the detergent manufacturer's cleaning instructions.

b. If linen is preshrunk, machine wash in HOT water and detergent.

c. If you do not know whether linen is preshrunk, use cool and cold-water detergent.

d. After the washing has finished, place linens in the dryer with a low heat to partially dry, or air-dry.

e. You might want to periodically check linens while they are in the dryer to ensure that they do not over dry or burn.

f. Starch, hand wring, or squeeze linens.

g. Avoid chlorine bleach and enzyme products when washing linens.

h. Remove the linens from the dryer.

2. Press linens.

a. Separate linens by category (napkins, table cloths, and doilies).

b. Iron damp linens, on both sides, one at a time with a hot iron.

c. Select iron controls for the particular fabric.

d. Fold the linens.

e. Discuss with the flag officer/spouse any special folding requirements.

3. Store linens.

a. Separate everyday linens from those that are used for formal meals.

b. Place only clean, dry linens in appropriate storage area(s) by category.

K. CLEAN AND MAINTAIN MAJOR APPLIANCES. Use the manufacturer's instructions for maintaining and cleaning major appliances. Follow the instructions carefully. Exercise care when washing certain electrical appliances, as some should NEVER be immersed in water.

1. Refrigerator.

- a. Temporarily store food in another refrigerator or ice chests.
- b. Unplug and wipe the inside using a lint free cloth and a warm-water solution of baking soda and water.
- c. Remove the drain plug, if any, and clean it out with baking soda and a paper towel.
- d. Wipe mineral oil on the door gaskets to keep them from cracking.
- e. Clean the condenser coils at the back or underneath the refrigerator with an all-purpose cleaner.
- f. Wipe the inside of the refrigerator with vinegar to prevent mildew.
- g. Place an open box or bowl of dry baking soda on a shelf inside the refrigerator (stirring every week or two) to prevent odors. Replace every six months.

2. Stoves and Stove tops.

- a. Use an all-purpose stove cleaner, not an abrasive scouring powder.
- b. To remove stains, scrub porcelain enamel with baking soda, avoid the aluminum parts.
- c. Soak gas burners in hot, soapy water, then clean out flame outlets with wire.
- d. To clean aluminum gas burners, soak in warm soapy water overnight, then scrub with a stiff brush.

3. Electric and gas ovens.

- a. For self-cleaning electric ovens, follow the manufacturer's instructions.
- b. Use a manufacturer's suggested oven cleaner and wipe with a soft scrubbing pad. Avoid getting oven cleaner on the electric elements.

c. To prevent spills, place a small sheet of aluminum foil directly underneath pies and casseroles (not on the bottom of the oven, where it may interfere with the heating element).

d. To loosen encrusted food in electric ovens, dampen a cloth with ammonia and place it on the spot for about 30 minutes.

e. Wipe off and try scrubbing with dry dishwashing detergent.

f. In gas ovens, scrub with a mild abrasive cleaner.

g. Rinse with a wrung out damp cloth and wipe dry.

4. Washing machines.

a. Wipe frequently around the rim and empty the lint trap often.

b. Clean the inside of the machine only after using dyes or a very strong chemical. Using hot water, run the machine through a cycle without laundry adding 1/2 cup of detergent and 1/2 cup of chlorine bleach.

c. If the machine does not spin, water does not drain, machine leaks, vibrates, or other problem occurs, refer to the machine owners manual.

5. Clothes dryer.

a. Clean the lint screen after each use.

b. Check the duct pipes to ensure it is not kinked or obstructed.

c. To fix the cause of torn laundry, look for an object lodged in the drum.

d. Refer to the machine owners manual for cleaning and maintenance instructions.

e. Do not use anti-static sprays in the dryer.

6. Freezer.

a. Temporarily store food in the refrigerator or ice chests.

b. Turn control to "off" and unplug the freezer.

- c. Remove ice with hot water and a soft spatula. (Placing a quart of hot water in a bowl inside the freezer and closing the door for 10-15 minutes will loosen the thickened frost).
- d. After the ice buildup is removed, wipe the inside of the freezer with a solution of 1 tablespoon of baking soda to 1 quart of warm water.
- e. Wipe with vinegar to keep the freezer's contents from sticking.
- f. When cleaning the freezer racks, clean with a detergent solution and a stiff brush and rinse and dry before replacing them in the freezer.
- g. Periodically, clean the condenser underneath the freezer compartment.
- h. Before replacing the food in the freezer, ensure all water is mopped up and the area completely dry before plugging the freezer into the wall outlet. Let the freezer operate for 15 minutes before replacing the food items in the freezer.
- i. Keep water mopped up. Never use an electric heater to melt ice.

7. Dishwasher.

- a. Remove accumulated food particles from the drain screen.
- b. Clean the jets on the sprayer with a small wire.
- c. It is normal to have a cup of standing water around the drain.
- d. Add 1/2 cup of baking soda to clean and deodorize the drain.
- e. To unclog the drain, refer to the owners manual.
- f. After unclogging the drain, pour 1 gallon of boiling water around the drain area.
- g. Wait an hour and run the empty machine through a washing cycle.
- h. Refer to machine owner's manual for specific guidelines and cleaning instructions.
- i. Do not use commercial drain cleaners.

j. To stop overflows, turn off the shutoff valve (usually located under the sink).

k. Check for food particles in the drain or air gap, and clean out.

L. MINOR REPAIRS. FQM's must perform basic minor repairs within the surrounding area of the flag quarters that would not require the services of a contractor or quarters maintenance personnel. These repairs should be discussed with the flag officer and spouse beforehand, unless previously given specific direction. The FQM should know where repair tools to be used are stored. It is recommended that the FQM develop a seasonal maintenance checklist for the quarters, with approval from the flag officer. The FQM should receive guidance from the flag officer and spouse before attempting any repair to the quarters. The FQM should discuss with the flag officer, the FQM's knowledge and skills for performing minor repairs.

1. The following is a list of basic repairs the FQM should perform. The FQM should inform the flag officer and spouse of any repair task that needs experienced, licensed, or quarters maintenance personnel.

a. Change light bulbs.

b. Replace light switch and electrical covers.

c. Install new electrical plug on appliance/lamp.

d. Sand, caulk, and paint.

e. Replace a washing machine hose.

f. Replace a clothes dryer hose.

g. Repair flush tank toilets.

h. Locate and operate the main electrical, gas, and water shutoff valves.

i. Replace door/cupboard hinges, handles, and door knobs.

j. Clear a stopped-up sink, shower or toilet.

k. Secure loose boards on an exterior deck.

l. Inspect the interior and exterior of the quarters for items in need of repair, cleaning, or general upkeep of the quarters.

m. Test and replace battery in smoke detector.

- n. Check fire extinguisher for charge.
- o. Replace washers in leaking faucet.
- p. Replace fuses and reset circuit breaker.
- q. Repair sink drain stopper.
- r. Replace garbage disposal.

2. Maintenance checklist.

a. Foundation, masonry and exterior.

- (1) During the spring, check the foundation walls, floors, concrete and masonry for cracking, heaving, or deterioration.
- (2) During the spring and fall, check chimneys for loose, deteriorated or missing mortar, or loose flashing.
- (3) During the spring and fall, check the basement and crawl space for moisture or leakage after wet weather.
- (4) Check all wood surfaces for weathering and paint failure, or as needed.
- (5) During the spring, check all decks, patios, porches, stairs, and railings for loose members and deterioration.
- (6) During the spring, cut back and trim vegetation from structures, if approved by the flag officer or spouse.

b. Doors and windows.

- (1) During the fall, check for loose or missing glazing putty.
- (2) During the fall, check caulking for deterioration of all openings and joints between wood and masonry.
- (3) Check weather-stripping around doors, as needed.
- (4) Check for broken glass and damaged or missing screens, as needed.
- (5) During the spring, check all window and door hardware.

c. Plumbing.

- (1) Check all faucets, hose bibs, and supply valves for leakage, as needed.
- (2) Check for leaks around and under sinks, showers, toilets, and tubs, as needed.
- (3) During the spring, check the hot water heater for leaks and corrosion.
- (4) Check the lawn sprinkler system for leaky valves and exposed lines.

d. Heating and cooling.

- (1) Clean or change the furnace filter every three (3) months of operation or as needed.
- (2) During the fall, check the fan belt tension.
- (3) Keep the area clean around heating and cooling equipment.
- (4) Recommend to the flag officer and spouse that the heating and cooling systems should be serviced annually by a licensed professional.

e. Electrical.

- (1) Periodically check for exposed wiring and cable. Recommend to the flag officer and spouse to have it replaced at the first sign of wear or damage.
- (2) Check all lamp cords, extension cords, and plugs for damage or wear.
- (3) Learn the location of the electrical service panel and know the labels for each circuit.
- (4) If any appliance sparks or shorts out, with the approval of the flag officer or spouse, contact a licensed electrician or quarters maintenance personnel for repairs.

f. Interior.

- (1) Check ceilings and surfaces around windows for evidence of moisture during wet weather.
- (2) Check caulking around showers, bathtubs, sinks, and toilet base.
- (3) Check all stairs and railings for loose members.

- (4) Test all smoke alarms monthly per manufacturer's instructions. Change batteries semiannually.
 - (5) Check all fire and safety systems regularly (extinguishers monthly).
 - (6) During the Fall, inspect/change the gas furnace filters.
3. The FQM should remind the flag officer of the following maintenance tasks which must be performed by qualified military personnel or by a licensed professional.
- a. Annually, flush and fill the hot water heater(s).
 - b. Annually inspect and adjust the electric garage door opener(s).
 - c. Annually, inspect/service the sump pump and crawl space drainage system and foundations.
 - d. Annually, inspect/repair the grounds, landscaping, drainage, driveway, sprinkler system integrity and setup, exterior lighting condition, preservation, decks and balconies.
 - e. Annually, inspect/service interior floor coverings, windows, doors, attic space, roofing, wall coverings, plumbing, electrical, appliances and fireplaces.
 - f. Annually, inspect for termite/insect infestation.
 - g. Semiannually, inspect/service home security system.
 - h. Semiannually clean-out and tighten rain gutters and storm drains.
- M. DISPOSE OF REFUSE. Garbage and refuse must be kept in durable fly and rodent-proof containers. Lids shall cover containers at all times. The collection point must not produce foul odors or present an unsightly appearance. There must be enough containers at the collection point to accommodate all the garbage and refuse that accumulates. Containers used indoors shall be thoroughly cleaned daily. Outside containers shall be stored on or above a smooth surface or nonabsorbent material that is kept clean, graded to prevent accumulation of liquid waste, and maintained in good repair. When disposing of refuse in public quarters, the FQM must exercise good judgment. Discarded items such as guest lists, names, addresses, and telephone numbers should never be disposed of by ordinary means. Follow special procedures for disposal established by the flag officer.
- 1. Dispose of refuse.

- a. Carry waste to receptacle point(s).
- b. Separate garbage and trash.
 - (1) Garbage is any edible or inedible portion of food stuff.
 - (2) Trash is any disposable paper, boxes, cans, or jars.
- c. Inspect waste to ensure that it is separated into garbage and trash.
- d. Store waste in container(s).
 - (1) Place plastic can liners in clean trash/garbage containers.
 - (2) Place garbage in the appropriate container(s).
 - (3) Place a lid over each container.
 - (4) Ensure that the lid fits tightly on each container.
- e. Ensure that recyclable items such as glass, paper, plastics, etc. are managed appropriately and comply with the handling and sanitation requirements for trash.
- f. Sanitize containers, regularly.
 - (1) Wash garbage and trash containers with proper cleaning solution and supplies.
 - (a) Wash inside and outside of the containers.
 - (b) Wash inside and outside of the lids of these containers.
 - (c) Turn the containers and lids upside down on a rack to let them air dry.
- g. Ensure that collection points are in a clean condition.
 - (1) Inspect garbage and trash containers inside and outside for food scraps.
 - (2) Inspect deck collection area around the containers where the floor and walls meet for any waste materials.

- (3) Dispose of any waste materials found.
 - (4) Keep the floor collection area dry and clean at all times.
 - (5) Wash the floor and/or collection area with the proper cleaning solution, if required.
 - (6) Ensure that the drain located in the area is free of garbage.
 - (7) Ensure that the drain cover catches debris.
- h. Ensure that insects and rodents neither contaminate food, utensils, dishes, nor infest collection area(s).
- (1) Observe the following rules:
 - (a) Keep all food preparation/serving areas washed, cleaned, and sanitized.
 - (b) Clean up spilled food immediately.
 - (c) Thaw meat in accordance with the Food Service Sanitation Manual, COMDTINST M6240.4 (series).
 - (d) Cover all unprepared foods.
 - (e) Do not leave food exposed overnight.
 - (f) Remove all crumbs and food particles from tables at the end of each meal.
 - (g) Dispose of all waste and refuse promptly.
 - (h) Keep food preparation equipment clean and sanitized.
 - (i) Keep refuse containers covered tightly. Empty, wash, and sanitize containers regularly.
 - (j) Kill flies and roaches with sprays, powders, and/or other approved solution(s).
 - (k) Use traps for catching rats and mice.
 - (l) Seek medical assistance or quarters maintenance personnel when more drastic and corrective measures are required for insect/rodent control.

CHAPTER 3. UNIFORM MAINTENANCE

A. MAINTAIN UNIFORMS. You will maintain the flag officer's military uniform wardrobe as required, including accessories and shoes, according to Coast Guard uniform regulations. Service dress jacket and trousers are brushed after each wearing; trousers are always hung at full length; ribbons and decorations are inspected for soil or damage; brass items are polished daily, or as needed; gold braid must be wrapped in tarnish proof paper and stored in a dry, dark place; shoe trees are inserted into shoes after each use; shoes are polished, and uniform shirts prepared depending on the flag officer's preferences.

1. Maintaining dress shoes.

a. After each wearing, brush off shoes to remove sand, dirt, grit, etc.

b. If required, polish shoes.

(1) Use saddle soap and clean cloth to clean shoes.

(2) Select and use a good brand of shoe polish for polishing shoes.

(3) After discussing personal procedures by the flag officer, follow the manufacturer's instructions when using commercial shoe polish.

c. Place "shoe trees" in the shoes to retain their shape.

d. Position shoes neatly in the appropriate storage area when required.

2. Replace ribbons, decorations, rank insignia, as required.

a. Inspect items for worn and soiled places and tears.

b. Replace worn, soiled, and torn items with new ones.

c. Always check with the flag officer before removing items.

3. Clean brass items.

a. Select and use a good metal polish.

b. Read and follow manufacturer's instructions and techniques to clean and shine brass items.

4. Storage and handling of uniforms and accessories.
 - a. Thoroughly brush uniforms immediately after each wearing.
 - b. Use a good cleaning fluid to remove any spots or soil from uniform(s).
 - c. Recommend to the flag officer when uniform or accessories should be dry cleaned.
 - d. As necessary, hang uniform for proper airing and drying.
 - e. Inspect and remove any items from all pockets.
 - f. Hang trousers at FULL length.
 - g. Remove spots and stains.
 - (1) Do not remove spots or stains without approval from the flag officer or spouse.
 - (2) Read and follow manufacturer's instructions and techniques when using a commercial stain and spot remover.
 - h. Replace buttons.
 - (1) To replace or tighten, stitch through the original holes with matching thread.
 - i. Repair tears and worn areas on uniform.
 - (1) To mend a ripped seam, place the two ends together and hand-sew them.
 - (2) Keep the stitches small and consistent with the existing stitches.
 - (3) To mend a frayed edge, turn the edge under and sew it using matching thread.
5. Official uniform shirts.
 - a. Clean, press, and keep free from defects, official uniform shirts.
 - (1) If required, the FQM must wash and iron the flag officers uniform shirts.
 - (2) Confer with the flag officer or flag officer spouse for any special handling or laundry instructions.

- (3) Read the shirt label instructions.
- (4) Inspect and check all pockets, removing any items. Check for loose, broken, or missing buttons.
- (5) Shirts shall be washed and dried in accordance with the machines operating instructions.
- (6) After the shirts are dry, hang them each on a clothes hanger. Plastic or wooden hangers are recommended. Avoid using metal hangers because of possible rust stains.
- (7) Use a light, warm iron, set on wash and wear, to remove wrinkles, and to sharpen creases, if required.
- (8) Insure the correct setting of the iron for the type of material the shirt is made from.
- (9) Avoid ironing over buttons to prevent them from cracking or melting.
- (10) Do not use bleach, fabric softener, spray starch, or any other laundry product without specific instructions provided by the flag officer or flag officer spouse.
- (11) Do not use any ironing methodology without specific instructions from the flag officer or flag officer's spouse.
- (12) Return cleaned and ironed shirts to the designated room identified by the flag officer or flag officer spouse.

B. PREPARE UNIFORM FOR WEAR.

1. The FQM should be familiar with the proper wearing of the Coast Guard uniform as prescribed in the Coast Guard Uniform Regulations, COMDTINST 1020.6 (series). Care must be provided by the FQM to ensure the flag officer's uniform appearance has no discrepancies prior to departing the quarters.

a. The FQM must inform the flag officer of the following discrepancies:

- (1) Scuffed shoes.
- (2) Tarnished belt buckle.
- (3) Lint on the uniform.

- (4) Shoulder devices not properly placed.
- (5) Name tag and ribbons not properly placed or clean.
- (6) Combination hat not clean or marked.
- (7) Pants not neatly cleaned and pressed.

C. UNIFORM STANDARDS FOR FQM'S.

1. FQM's are required to maintain the proper grooming standards and basic uniform requirements listed in the Coast Guard Uniform Regulations, COMDTINST M1020.6 (series). The flag officer shall determine the appropriate attire for the assigned FQM(s). The recommended uniforms for flag quarters are dependant upon the task being performed. The flag officer may specify other than Coast Guard uniform attire to be worn while working at flag quarters. The FQM shall bear no cost for uniform items other than those required in the basic uniform requirements.
2. The flag officer may require the FQM to wear other attire appropriate for flag quarter's (sweater, winter jacket, formal and informal serving jacket, etc.).

CHAPTER 4. FOOD AND BEVERAGE PROCUREMENT AND PRESERVATION

- A. PURCHASE FOOD AND BEVERAGES. Food items and beverages must be of exceptional quality, reasonably priced, and purchased from a reliable source. Items must be stored in a manner to avoid deterioration and loss of flavor. Refer to the Food Service Practical Handbook, COMDTINST P4061.4 (series), for recommended guidelines on procurement and safety, and the cleaning of major appliances.
- B. STORAGE OF FOOD AND BEVERAGES. The Food Service Sanitation Manual, COMDTINST M6240.4 (series) should be referred to for guidelines on the safe storage of fresh, leftover, frozen, and dry food items. Storage conditions must possess proper temperatures, adequate ventilation, and proper sanitation. Food items should be stored alphabetically within their categories. Items should be listed on inventory records in the same order in which they occur on shelves. A "First-In and First Out" (FIFO) policy must be used. Refrigerated items should be stored between 32°-35°F. Frozen items should be stored at 0°F or below. A refrigerator and freezer thermometer are both recommended to be placed inside a convenient compartment for the FQM to ensure the proper operation and chilling temperatures of these appliances. The following lists general guidelines for storage of food and beverages.
1. Move the oldest stock from the back to the front of the storage area.
 - a. Remove old stock from shelves.
 - b. Wipe dust and food spillage from the shelves.
 - c. Check availability of storage space.
 - d. Canned beverages should not be exposed to heat or sunlight.
 - e. Wine bottles should be stored on their sides and not be exposed to sunlight.
 2. Place new stock on the shelf.
 - a. Date all new stock before storing it.
 - b. Place old stock in front of new stock.
 - c. Store semiperishable items on storage shelves.
 - d. Place items to be used for breakfast, lunch, and dinner on the shelves provided, if available and required.

3. Store cases and large bags in the area provided.
 - a. Ensure that space is available for the storage of items.
 - b. Ensure that the storage area is clean.
 - c. If possible, store cases at least four inches above the floor level.
4. Store containers of flour and sugar in areas provided.
 - a. Ensure that containers for storage are clean.
 - b. Place the opened bags of flour or sugar, in their original containers, into the stainless steel or plastic containers, if required.
 - c. Cover food containers with tight fitting lids.
 - d. Place containers in the storage area in a neat and orderly fashion.

C. INSPECT FOOD AND BEVERAGES. The FQM shall inspect food and beverages by looking for leaks, holes, cracks, and swelling in canned goods; and grease, moisture, discoloration, and insect or rodent activity in dry storage items. Maintain correct temperatures at all times. Keep a refrigerator and freezer temperature log to record temperatures, if required. The FQM will identify offensive odors or the slimy condition of meat, fish, and poultry. Molded or rotten fruit and vegetables found unfit for human consumption must be removed. The FQM should press frozen items to ensure firmness, and check the meat containers for frozen blood to determine if thawing has occurred. Expiration dates on dairy products must be checked. Beverages shall be monitored for proper position, color, and environmental temperature.

1. Maintain the refrigerator and freezer cabinet temperatures.
 - a. Check to see that the air temperature of the refrigerator is 32°F to 35°F.
 - b. Check to see that the air temperature of the freezer or frozen food cabinet is 0°F or below.
 - c. Report refrigerator and freezer temperatures which are not within these limits to the flag officer, spouse, or authorized quarters maintenance personnel.

2. Defrosting and cleaning the freezer.

a. Remove the food items from the freezer and place in a second freezer or refrigerator, if available. Care should be taken to minimize the time the frozen food items are not in a freezer.

b. Defrost and clean the freezer in accordance with the manufacturer's instructions.

c. Date all new food items before placing them in the freezer.

d. Place the new food items to the rear of the clean freezer.

e. Place the older food items in front of the new food items, grouped by type, in the clean freezer.

f. Care should be taken to rotate food items to ensure they are consumed before their expiration date has lapsed.

3. Cleaning the refrigerator.

a. Remove the food items from the refrigerator and place them in a second refrigerator, if available, or ice chest(s) with ice.

b. Clean the refrigerator in accordance with the manufacturer's instructions.

c. Place new food items to the rear of the clean refrigerator.

d. Place older food items in front of newly purchased identical food items in the clean refrigerator.

e. Care should be taken to rotate food items to ensure they are consumed before their expiration date has lapsed.

4. Avoid placing odor-imparting and odor-absorbing foods within the same refrigerator. Place in separate refrigerators, if available.

5. Space or stack items to allow air to circulate around them.

a. Perishables.

- (1) Meats, fruits, vegetables, poultry, seafood, milk, butter, cheese, eggs (fresh, frozen, or cured meats, and fresh or frozen fruits and vegetables) are perishable.

- (2) Inspect perishable items for signs of spoilage. If you notice a slimy appearance, offensive odor, rot, blemishes, or discoloration, provide this information to the flag officer or spouse and discard if directed.
- (3) Check the expiration date on dairy products to ensure that it has not lapsed.
- (4) Look for signs of insect and rodent infestation.
- (5) Report all damage, spoilage, and expired dates you find during inspection to the flag officer or spouse. Follow instructions given.

b. Semiperishables.

- (1) Dried fruits and vegetables, canned goods, and packaged goods such as sugar, flour, or pasta products are semiperishables.
- (2) Inspect semiperishable items for signs of spoilage. If you notice any mold, odor, exposure to grease, dampness, rodent activity, leaks, cracks, swelling or rust of canned goods, or rust around beverage caps, provide this information to the flag officer or spouse. Follow instructions given.
- (3) Slight swelling of cans of coffee, syrup, or molasses is considered to be normal.

D. INVENTORY FOOD ITEMS. The FQM will conduct an inventory of on-hand food items to reconcile records and maintain established stock levels as required by the flag officer or spouse. Food items will be recommended for disposal after expiration dates have been reached or if found unfit for human consumption. Use the inventory sheet provided (Appendix C) or another approved form for maintaining inventory records.

1. Record items on an inventory sheet(s).

- a. Study the inventory sheet provided to become familiar with its content and layout.
- b. Read all instructions carefully to complete the inventory properly.
- c. Record items on inventory sheet(s).
- d. Date form in column provided for each transaction.

- e. Count each item in order as listed on inventory sheet(s).
 - f. If necessary, match inventory with the menu(s).
2. Determine amounts below or above par level.
- a. After counting each item by category, record number of items on hand in proper place on form. Do this for each item listed or established on inventory sheet(s).
 - b. Check expiration dates.
 - c. Check the quantity required (par level) for each item.
 - d. Subtract the "on hand" item(s) total from the "total required" to determine "recommended to purchase."
- (1) Example:
- | |
|-----------------------------|
| 15 (recommended inventory) |
| <u>-6 (items on hand)</u> |
| 9 (recommended to purchase) |

CHAPTER 5. FOOD SERVICE AND SPECIAL FUNCTION PROCEDURES

- A. SERVE AN INFORMAL BREAKFAST. Serving an official formal function is a very important task that requires detailed coordination between the FQM, the host and hostess. The FQM must pay strict attention to protocol and correct etiquette. The following recommendations may be adjusted as the flag officer or spouse desires. Breakfast should be light, enjoyable, warm, and lively, with eye-catching appeal.
1. Breakfast should be a pleasant way to start the day. The foundation of a good breakfast menu is good hot coffee and bread. Variable items on the menu are fruit and juice, eggs, and a light breakfast meat. All breakfast menus should include margarine or butter and a special jam or jelly.
 - a. Consider the number of guests that are expected to be served.
 - b. Plan the menu for the theme of the occasion.
 - c. Coordinate with the flag officer or spouse to determine the table linens and place setting requirements and preferences. Refer to Appendices E (Table Settings) and G (Table Linens/Coverings) for assistance in making a selection.
 - d. Consider the purpose of the affair and ensure that decorations and centerpiece(s) conform to the occasion.
 - e. Consider the various serving utensils, and use the ones that are appropriate for the breakfast items to be served. See Appendix D for assistance in making a selection.
 - f. Serve the ranking guest seated to the right of the host first, then continue counterclockwise until all guests are served, ending with the host.
 - g. Be prepared to serve guests as they arrive at the table. Due to their schedule, they may have to eat and depart quickly.
- B. SERVE A BRUNCH. Brunch is similar to an informal luncheon or dinner except that a type of breakfast menu is served. It is usually served buffet style or seated. Brunches can be informal or formal, depending on the occasion. Brunch should be relaxing, while providing interesting light meals that pleasantly satisfy the guests' appetites.
1. A brunch usually begins between 1000 and 1300.

2. A combination of a breakfast and lunch menu is served.
 - a. Items such as hot muffins, scones, ham, sweet rolls, pastries, minted fresh fruit, omelettes, and fruit juice, as well as coffee and tea, may be served.
 - b. Consider the purpose of the affair and ensure that decorations and centerpiece(s) conform to the occasion.
 - c. Plan menu.
 - d. Consider the number of guests that are to be served.
 - e. Coordinate with the flag officer or spouse to determine table linens and place setting requirements and preferences.
 - (1) Appendix E (individual table setting for an informal breakfast) can be used for table setup.
 - (2) Determine whether or not the brunch will be served buffet style or seated.
 - f. Consider the various serving utensils for each item being offered. Use utensils that are appropriate for the item to be served.
 - g. If the brunch is to be a seated affair, serve the ranking guest, seated to the right of the host, first, then continue counterclockwise, ending with the host.
- C. SERVE A COFFEE. A coffee is an informal way of entertaining. It provides an opportunity for the flag officer and spouse to get acquainted with invited guests informally.
 1. The menu is similar to that for a breakfast.
 - a. Items to be served might include coffee and tea, sweet rolls, biscuits, small sausages, a variety of finger foods, coffee or tea cakes, or a special dessert.
 - b. Consider the number of guests that are expected.
 - c. Plan menu.
 - d. Coordinate with the flag officer or spouse to determine the table linen requirements and preferences.
 2. Provide guests with a single tray or salad plate to ease the handling of food items.
 3. Coffee service is normally offered buffet style on the dining room table.

- D. SERVE A LUNCHEON. Luncheons are official occasions frequently held in honor of a dignitary who may be a visitor to the quarters.
1. Informal luncheons may have two courses.
 2. Formal luncheons customarily will have three courses, four at the most.
 - a. Consider the number of guests that are expected to be served.
 - b. Consider the purpose of the affair and ensure that decorations and centerpiece(s) conform to the occasion.
 - c. Cocktails are offered about 30 minutes before the meal is served.
 - d. Coordinate with the flag officer or spouse to determine table linens and place setting requirements and preferences. Refer to Appendices E (Table Settings) and G (Table Linens/Coverings) for assistance and consideration.
 - e. Prepare and use name "place" cards, and put them on the table in front of each designated seat.
 - f. Plan menu accordingly (formal or informal).
 - g. Serve the ranking guest, seated to the right of the host or hostess, continuing counterclockwise ending with the host or hostess.
- E. SERVE A TEA. A tea is a "get-together" given to greet a house guest or special person. Often when a special person is honored, the guests greet that person in a receiving line as they enter the quarters.
1. A tea is usually held in the dining room. The table is always covered with a lace or elaborate cloth.
 2. Food served at a tea varies. A selection of pleasing items such as coffee, tea, punch, dainty finger foods, filled sandwiches, small doughnuts, tarts, pastries, cakes, nuts and mints, may be offered.
 3. Teas, for a few or many guests, usually begin at 1600 or often later. Time will be determined by the host and hostess.
 - a. One selection of wine is customarily offered at the dining room table, however, depending on the size of the tea, a selection of red, white, blush Chablis, or rose may be offered.

b. Consider the number of guests that are expected to be served.

c. Consider the purpose of the affair and ensure that decorations and centerpiece(s) conform to the occasion. Refer to Appendix F for considerations.

d. Coordinate with the flag officer or spouse to determine table linen requirements and preferences. Refer to Appendix G for consideration of linens/table coverings.

F. SERVE AN INFORMAL DINNER. The main difference between a formal and informal dinner is that the host or hostess may wish to serve food to their guests at the table, whereas a formal dinner is a much more elaborate affair. At the informal dinner, food may be passed or served "family style." The guests help only if asked to do so. The host may pour coffee while the hostess prepares the dessert.

1. Plan menu.

a. Take into consideration the purpose of the affair to allow the choice of the menu to conform to the occasion.

b. Consider the number of guests that are expected to attend.

c. Coordinate with the host or hostess to determine the table linen and place setting requirements and preferences. Refer to Appendices E (Table Settings) and G (Table Linens/Coverings) for assistance.

G. SERVE A FORMAL DINNER. This is full service at the table with no assistance from the host or hostess. Formal meals are more elaborate than informal meals. Usually four to five courses are served. All food for each course is served to each diner in prompt succession. This is an important official function, and the dinner should be professionally served. The FQM should pay particular attention to the prompt service and removal of plates and silverware as the guests finish each course. The following list will provide the FQM with an overview of what is required to perform correctly during the serving of a formal meal.

1. The FQM will be preparing food items using most of the heating appliances. This will raise the temperature of the room by several degrees. If the dining room is too warm, several hours before dinner, the FQM should recommend to the flag officer or spouse to lower the temperature appropriately for a comfortable atmosphere throughout the dinner.

2. The FQM should avoid making loud noise from cleaning up or small talk with other members helping with the dinner, throughout the meal. If the kitchen is close to the dining room, this could detract from an otherwise wonderful evening.
3. The FQM should be relaxed throughout the dinner and avoid hurrying a guest to finish a course. The FQM should also not circle the table every minute to remove dishes, nor should the FQM be away from the table when the guests have all finished with a course. This requires a careful balance of prompt service and an unobtrusive presence.

a. As the assigned FQM, take notes for every occasion, especially formal dinners. If the first course is shrimp cocktail, keep notes on the time the guests arrive to the table, and the time you began removing the dishes. Note the times taken for each course served and removed. After several dinners, the FQM should know approximately how long each course takes. This is especially important for the main course. The FQM should serve the main course, and any accompaniments, and depart the dining room for at least five to ten minutes. This will let the dinner party engage in conversation without interruption. After five to ten minutes, the FQM should enter the dining room with a water pitcher, quickly scan the table for replenishing water and look to see if any guest needs assistance or dishes removed. All plates should be removed promptly, quietly, and neatly (not stacked) returned to the kitchen. Do not hurry any guest. No one should feel rushed.

4. Plan the menu.

a. A well-planned menu is a primary requirement for a formal meal. The menu must consist of gourmet items suitable for the occasion. Menus for formal meals vary according to the kind of meal, guest of honor, and season.

(1) An example of a formal dinner would be:

- | | |
|------------------|-----------------------------|
| (a) Appetizer: | Beef and Burgundy Consomme |
| (b) Fish course: | Butterflied Shrimp Cocktail |
| (c) Main course: | Filet Mignon au Chateau |
| (d) Starch: | Galette of Potatoes |
| (e) Vegetable: | Green Beans Almondine |
| (f) Vegetable: | Baby French Carrots |

- (g) Salad: Garden Spring Salad
w/Pomegranate Vinaigrette
- (h) Bread: Buttered Flake Rolls
- (i) Dessert: Pineapple and Cherries
Flambe
- (j) Beverages: White and Red Wine, Water,
Coffee

1. If wine is served, reds are normally served with red flesh meats (beef), while white wine is served with white flesh meats (fish and chicken).
2. When coffee is served, regular and decaffeinated should be offered.

b. Wines may also be varied to accompany each course. See Appendix H (menus) to assist in menu preparation.

c. Prepare the food.

- (1) Allow yourself enough time. Recipes will most often give you the time required to prepare the food items.
- (2) Timing is essential for a successful dinner.
- (3) Prepare seating arrangements. Prepare and use name "place" cards, and put them in front of each designated seat.
- (4) Set the table.
 - (a) Consider the number of guests that are expected to be served.
 - (b) Coordinate with the host/hostess to determine table linens and place setting requirements and preferences.
 - (c) Refer to Appendices E (Table Settings) and G (Table Linens/Coverings) for assistance.
- (5) Prepare decorations. Consider the purpose of the affair and ensure that decorations and centerpiece(s) conform to the occasion.

(6) Serve the meal.

(a) Serve the ranking guest, seated to the right of the host, first.

(b) Continue serving counterclockwise until all guests are served.

(c) Service should be so timed that the host and hostess will be the last to be served (but at the same time).

(d) See Appendix D for additional considerations.

H. SERVE A BUFFET. A buffet meal is a favorite form for serving a large number of guests in a small space with or without help. Guests serve themselves from a buffet table and eat at designated locations throughout the house. The host or hostess may choose to pass the food again or may ask the guests to return for seconds.

1. The time of the buffet may vary depending on the desire of the host/hostess.

2. Plan the menu.

a. When arranging a buffet for the family and immediate relatives or close friends, plan a simple menu. An example of a buffet would be:

(1) Braised Beef ala mode Parisienne

(2) Seafood Newburg

(3) Rice Pilaf

(4) Mixed Green Salad w/ Assorted Dressings

(5) Fresh Sliced Fruit

(6) Hot Rolls w/Butter

(7) Lemon Sherbet

(8) Coffee, Tea

b. When arranging a buffet for special guests or a special occasion, plan a more elaborate menu. An example of a more elaborate menu would be:

(1) Beef Tenderloin Wellington

(2) Coq au vin Champenois

- (3) Stuffed Shrimp w/Tartar Sauce
- (4) Potatoes Suzette
- (5) Green Beans Forestiere
- (6) Tomatoes Provencale
- (7) Caesar Salad
- (8) Hot Dinner Rolls w/Butter
- (9) Bananas Flambe
- (10) Coffee, Tea

c. When arranging an all-purpose summer evening buffet, the menu should include a variety of cold sliced meats. An example of an elaborate summer buffet would be:

- (1) Sliced Baked Sugar Cured Ham
- (2) Sliced Turkey Breast
- (3) Assorted Cheeses
- (4) Sliced Roast Beef
- (5) Glazed Sweet Potatoes
- (6) Fresh Vegetable Salad
- (7) Pickled Beets
- (8) Assorted Breads w/Butter
- (9) Ice Cream w/Cookies or Cake
- (10) Coffee, Tea, Punch

- 3. Prepare the food.
- 4. Determine the necessary serving utensils. Consider the various serving utensils, and use the ones that are appropriate for the food items to be served.
- 5. Set the table.
 - a. Coordinate with the host/hostess to determine table linens, requirements and preferences.
 - b. Refer to Appendix G (Table Linens/Coverings) for assistance.

6. Prepare decorations.
 - a. Consider the purpose of the affair and ensure that decorations and centerpiece(s) conform to the occasion.
 - b. Avoid placing candles where they may create a fire hazard.
7. Serve the meal.
 - a. Allow yourself enough time to set all food items on the buffet table prior to the guests' arrival.
 - b. When the function requires assistance, prepare a work schedule, and assign a list of tasks for each individual. This will prevent confusion in the kitchen.
 - c. Carefully monitor the buffet items and replenish as necessary, wiping up any spills.
- I. SERVE A COCKTAIL PARTY. This type of function may be used to say hail and farewell, to entertain special guests, or just to visit socially. Cocktail parties vary in size from several to many guests. These parties are customarily held during or near the close of daylight hours as directed by the host/hostess. A choice of drinks are offered; nonalcoholic drinks also should be available.
 1. Finger foods and several heavy or light hors d'oeuvres are served. An example of appetizers for a cocktail party might include:
 - a. Sweet and Sour Meatballs
 - b. Crab Stuffed Cucumber
 - c. Assorted Cheeses and Crackers
 - d. Canapes
 - e. Bite-size Sandwiches
 2. Drinks may be served from a bar or passed from a tray.
 - a. At small cocktail parties, the host is usually the bartender.
 - b. Nonalcoholic beverages should always be available.
- J. SERVE A RECEPTION. Formal and informal receptions are large parties held to honor individuals, couples, groups, or for other festive occasions.
 1. At formal receptions held by the flag officer, guests may pass through a receiving line.

2. Receptions are held at various hours, according to their nature, with less formal affairs frequently held from 1800 to 2000.
 3. The type of food served at receptions is as simple or as elaborate as the host/hostess desires and occasion requires.
 4. One room is usually set aside for food, but more rooms may be needed at large receptions.
 5. Plan the menu.
 - a. Coordinate with the host/hostess for the desired food items.
 - b. The menu should fit the occasion.
 6. Prepare the food.
 - a. Prepare a work sheet for guidance.
 - b. Prepare food items well in advance as much as possible.
 7. Determine the necessary serving utensils. Consider the various serving utensils, and use the ones that are appropriate for the food items to be served.
 8. Set the table.
 - a. Determine the number of guests that are expected to be served.
 - b. Coordinate with the host/hostess to determine table linens, requirements and preferences.
 - c. Refer to Appendix G (Table Linens/Coverings) for assistance.
 9. Prepare the decorations. Consider the purpose of the affair and ensure that decorations and centerpiece(s) conform to the occasion.
 10. Serve the meal. Refer to the service of the buffet.
- K. STOCK A BAR. If required to stock the bar, always check with the host or hostess to determine preferences. The following checklist is a basic guide to follow in determining specific bar needs. The location of the bar must be taken into consideration; it should be accessible to the guests, but away from the food table in a public quarters.

1. Bar equipment.

- a. Cocktail shaker with top.
- b. Can and bottle opener.
- c. Stainless-steel knife.
- d. Corkscrew, wine bottle opener.
- e. Long-handled mixing spoon.
- f. Ice bucket.
- g. Set of ice tongs.
- h. Cutting board.
- i. Bar strainer.
- j. Coasters.
- k. Large mixing pitcher.
- l. Stirrers.
- m. Jigger (1 1/2 ounces).
- n. Cocktail napkins.
- o. Muddler.
- p. Ice pick.
- q. Lemon-lime squeezer.
- r. Toothpicks.
- s. Matches or lighter.

2. A minimum of eight glasses by type should be stocked. The glasses should be of a style that the flag officer and spouse desire.

a. Bar glassware.	Size.
(1) Cordial	2 ozs
(2) Brandy	3 ozs
(3) Cocktail	3 or 4 ozs
(4) Sherry	4 ozs
(5) Rock or Old Fashioned	4 or 6 ozs

(6)	Champagne	5 or 6 ozs
(7)	Sour	5 or 6 ozs
(8)	Wine	6 ozs
(9)	Highball	6 or 8 ozs
(10)	Collins	12 ozs
(11)	Julep	10 or 12 ozs
(12)	Beer Mugs	12 ozs

b. Liquor.

Amount.

(1)	Gin	1 liter
(2)	Blended Whiskey	2 liters
(3)	Scotch Whiskey	1 liter
(4)	Canadian Whiskey	1 liter
(5)	Bourbon Whiskey	1 liter
(6)	Irish Whiskey	1 liter
(7)	Rye Whiskey	1 liter
(8)	Vodka	1 liter
(9)	Rum (light)	1 liter
(10)	Rum (dark)	1 liter
(11)	Tequila	1 liter
(12)	Vermouth (sweet)	1 bottle
(13)	Vermouth (dry)	1 bottle
(14)	Brandy	1 bottle
(15)	Sherry (dry)	1 bottle
(16)	Cordials	3 bottles
(17)	Triple Sec	1 bottle
(18)	Sweetened Lime Juice	1 bottle
(19)	Aromatic Bitters	1 bottle
(20)	Grenadine	1 bottle

(21) Wine (port)	1 bottle
(22) Creme de menthe	1 bottle
(23) Cream de cacao	1 bottle
(24) Wine (white)	3 bottles
(25) Wine (rose)	2 bottles
(26) Beer, regular	as needed.
(27) Beer, light	as needed.

c. OTHER.

- (1) Club Soda.
- (2) Orange and Tomato Juices.
- (3) Cola and Ginger Ale.
- (4) Ice and Water.
- (5) Maraschino Cherries.
- (6) Tonic Water.

3. Stock and store the items by category in an appropriate designated location(s).

4. Other bar ingredients:

a. Fruits and condiments.

- (1) Lemons, sliced and quartered.
- (2) Limes, sliced.
- (3) Green stuffed olives.
- (4) Cocktail onions.
- (5) Lemon peel.

b. Other carbonated drinks, mixes, fruit, or beverages determined to be necessary for the function may be provided.

L. SPECIAL FUNCTIONS. The FQM may be required to serve at an official function away from the flag quarters. If the flag officer has a working lunch, breakfast, coffee service, holiday staff reception, etc., the FQM is expected to perform in the same professional manner expected at flag quarters.

Depending on the occasion, serving procedures shall be followed in accordance with Appendix H, unless otherwise directed by the flag officer.

- M. FQM TRAVEL REIMBURSEMENT. The FQM should be authorized a local travel entitlement in accordance with Joint Federal Travel Regulations (chapter 3 part F) when performing official errands for the flag officer and using their own vehicle. Funds for reimbursement should be identified by the command to which the flag officer is assigned. The FQM should submit a local travel claim for reimbursement. The FQM should request forms and travel information from their Personnel Reporting Unit administrative office.

CHAPTER 6. PROTOCOL

- A. ARRANGE SEATING FOR SPECIAL FUNCTIONS. To arrange seating for special functions, follow the prescribed military protocol. All questions concerning protocol should be directed to the flag officer's aide, if available, and flag officer or spouse for verification, guidance, or decision, particularly when a unique situation is encountered.
1. Adhere to instructions given by the person in charge. In many instances, the flag officer's spouse prepares a guest list to determine the number of seating places required and to rank order the guests.
 - a. United States Military. For a dinner strictly by military representation, rank takes precedence. United States Armed Forces officers should offer their usual seats to visiting officers of equal rank from foreign countries whether they are male or female officers. Rank, date of rank, length of active federal commissioned service, and position on the promotion list should be considered when determining seniority. Refer to COMDTINST M1427.1 (series), Register of Officers, to determine seniority of Coast Guard officers.
 - b. Foreign Officers and Civilians. Consult with the flag officer or spouse for information governing specific situations. Protocol for high ranking officers of foreign countries may cause a misunderstanding and create an unpleasant incident if misinterpreted.
 2. Seating arrangement. A proper seating arrangement contributes to the success of an event and will place the guests at ease by eliminating confusion and apprehension. Customary protocol applies:
 - a. Seating arrangement for all military events. The highest ranking officer is generally placed in the seat of honor. (See plan 1 & 2 of Appendix I).
 - (1) The seat of honor is always to the immediate right of the host.
 - (2) The second seat of honor is to the left of the host.
 - (3) The third seat of honor is to the right of the guest of honor.
 - (4) The odd numbers (1, 3, 5, 7, and 9) are seated to the right of the host, and the even numbers (2, 4, 6, 8, and 10) are seated to the left of the host.

- (5) Persons of higher rank than the honored guest are usually not invited, but if present, may be asked to waive their right of precedence and seated according to precedence or asked to cohost.

b. Seating arrangements with spouse. The seating procedure for spouses of guests is based on the ranking of the guest. The following is the proper seating arrangement for dinner when both the host and hostess are present (See Plan 3 of Appendix I).

- (1) The host is seated at the head of the table.
- (2) The hostess is seated at the end (foot) of the table opposite the host.
- (3) The seat of honor for a lady is to the right of the host.
- (4) The seat for the spouse of the guest of honor is to the right of the hostess.
- (5) The seat for the second ranking person is to the left of the host, and the second ranking spouse sits to the left of the hostess.
- (6) The third ranking guest sits to the right of the person of the highest rank.
- (7) The fourth ranking guest sits to the left of the second ranking guest.
- (8) The seating arrangements for spouses progress from the hostess to the host, the guests from host to the hostess.

c. Seating arrangements for dinner are according to the "rule of four" for couples. The "rule of four" applies to tables with the total number of place settings divisible by four, i. e., eight, 12, 16, etc. This arrangement ensures that a male is seated next to a female. For this arrangement, the host and the hostess cannot be seated opposite each other unless a male is seated next to another male or a female next to another female (see Plan 4 of Appendix I). When dining with no cohost, as a bachelor, or in the absence of the host's spouse, see Plans 6 & 7 of Appendix I.

- (1) The host is seated at the head of the table with the male guest of honor seated at the opposite end (foot) of the table.

- (2) The hostess is seated to the left of the male guest of honor and the spouse of the guest of honor sits to the immediate right of the host.
- (3) Other guests must be seated according to standard seating arrangements.
- (4) The host and hostess, or escort of the guest of honor shall enter the dining room first. The host takes the hostess/escort to the dining room table and seats her to his left.

d. Other helpful hints.

- (1) Always check with the host/hostess well in advance of occasions.
- (2) Plan your strategy early; ask questions early.
- (3) Review records of previous occasions.
- (4) Make a checklist of things to do and keep good notes for future reference.
- (5) Arrange the seating most suitable for the particular occasion (See Plans 5 thru 9 of Appendix I for more seating arrangements).
- (6) Chart the table arrangement and annotate guest seating locations.

e. Precedence of rank order. The list of precedence for Government officials is included in Appendix I. Again, consult with the flag officer's aide, if available, or the flag officer and spouse for guidance.

B. ARRANGE SEATING FOR THE HEAD TABLE. Follow the prescribed military protocol to arrange seating for the head table. Prepare a seating chart for a head table that illustrates a mixed group affair. The speaker or guest of honor who is outranked by others present must NOT be in seat 1. Important civilians are seated between the guests of military rank after the guest of honor and second official guest. Always check and verify with the host or hostess for preferences and changes to the steps that follow (See Plans 10 & 11 of Appendix I).

1. Preliminary preparation and procedure (use information from the previous section for the seating and rank order).

- a. Obtain the guest list.
- b. Prepare the list of guests by rank.

- c. Prepare a chart for the table.
- d. Annotate guests on the chart by number.
- e. Use the illustrations and comments provided in developing the seating arrangement for the head table.

- (1) If a guest speaker is attending, place the speaker so that they can be seen and heard by all present.
- (2) For the best arrangement, seat the guests in a straight line.
- (3) Seat the host at or near the center of the table.
- (4) Seat the honored guest to the right of the host.
- (5) Seat the guest speaker to the left of the host.

C. GREET GUESTS. When greeting guests in public quarters, always use proper manners. Greet guests using established etiquette and military courtesy. If in doubt, seek assistance from the flag officer, spouse, or flag officer's aide. This section provides basic guidelines for assistance. For security reasons, always be familiar with the names on the guest list. Know who is expected, and use correct rank and titles when appropriate.

- 1. Admitting guests. Prepare the guest list and, if required, stand near the entrance prior to the arrival of the first guest. Position a throw rug, a drop bucket or container for umbrellas in case of inclement weather. When guests arrive, open the door and stand using an appropriate posture.
 - a. Hold the door to let the guest(s) enter.
 - b. Check the guest list to verify the names.
 - c. Notify the flag officer or spouse of a guest not listed in the official guest list or any potentially harmful or inappropriate incident.
- 2. Storing coats and covers.
 - a. First, assist female guests with coats and wraps.
 - b. Assist gentlemen with coats and covers.
 - c. Hang coats, wraps, and covers properly in the designated area(s).

3. Use the example below to become familiar with suggested methods for greeting guests.
 - a. Greet guests using the appropriate rank and/or title and the most proper mannerisms and kind responses and/or replies: "Good morning, afternoon or evening, ADM, CAPT, sir, ma'am" etc.
 - b. Offer to take coats, gloves, umbrellas and other articles: "May I please assist you with your jacket, umbrella, package, hat" etc.
 - c. During inclement weather, offer to assist with removing a raincoat or other heavy wrap. If necessary, always offer "may I be of further assistance" before parting the guest(s).
4. Escorting guests to the receiving area. Lead guests to the designated receiving/entertaining area. If appropriate, identify the location of the ladies' powder room and the mens' room at this time.

CHAPTER 7. SECURITY

A. MAINTAIN KEY LOCKER. Safeguard all keys used in the public quarters. The FQM should discuss the security procedures for the quarters with the flag officer and spouse. The flag officer will identify the keys for which the FQM will be responsible. When keys are not in use, store them in a secure key locker. If keys are lost, report this immediately to the flag officer or spouse. Obtain flag officer or spouse permission prior to changing locks.

1. Establishing a key locker.

a. Select and prepare a designated key locker area to ensure proper storage of keys.

b. Prepare a coding system using letters and/or numbers to mark keys.

c. Discuss with the flag officer the safekeeping of the keys you are required to maintain in the key locker, if necessary.

d. Do not mark keys with the name of the lock's location or items secured by the lock.

e. Do not duplicate keys without the permission of the flag officer or spouse.

f. Check new keys to ensure their proper fit with new lock's.

2. Check keys for fit.

a. Periodically, check all keys for proper fit.

b. Ensure that the coding system used for each key matches that used for each corresponding lock.

c. Return keys to the key locker after each use.

d. If more than one individual is authorized to access the key locker, establish procedures to ensure the security and accountability for the keys.

B. MAINTAIN PROPERTY INVENTORY. The public quarters property inventory includes kitchen and refrigeration appliances, furniture and high-value items. Separate the inventory into flag officer's personal property and government property categories. Do not stencil the flag officer's personal property without the approval of the flag officer or spouse.

1. Prepare inventory forms.
 - a. Establish and follow a logical sequential numbering system to identify designated items.
 - b. See Appendix C for adaptable forms to assist you in the inventory process.
 - c. Use letters and/or numbers to code inventory items for identification.
 - (1) The first letter or number represents the floor level.
 - (2) The second letter represents an area in public quarters.
 - (3) The third number represents the number of item(s) in sequence within the area.
 - (4) Abbreviation represents the item name. Print in parenthesis following the third number. A key marked B-L-1 (Dryer) identifies an item in the basement (B), inside the laundry room (L) , only one (1), and the item is the clothes dryer (dryer).
2. Mark item(s) for identification.
 - a. Stencil, emboss, and/or label each item with the correct inventory number for identification by using methods approved by the flag officer or spouse.
 - b. Ensure adequate control over inventory sheets for future reference.
 - (1) Maintain and file all inventory sheets and/or records in a designated and secure area.
 - (2) If necessary, make duplicate copies and provide them to the flag officer and spouse.
3. Conduct periodic inventories.
 - a. Establish a schedule to verify inventoried items and numbers twice a year.
 - b. As necessary, notify the flag officer or spouse of any discrepancies that occur on the inventory listing.
 - c. If necessary, make a duplicate copy of the discrepancies list. File the original copy with in-house records and give the duplicate to the flag officer or flag officer spouse.

C. RECOGNIZE CRIME INDICATORS. Be familiar with signs of possible intrusion into public quarters. The FQM should be aware of possible intrusion or crime indicators in and around public quarters. The FQM should become thoroughly familiar with established local policy covering threat and crime prevention. The FQM should know when to call the proper authorities.

1. List crime indicators.

a. Automobiles, doors, windows.

- (1) Keep locked.
- (2) If suspicious of tampering, notify the proper authorities.
- (3) Stay alert, observe noticeable tampering.

b. Quarter's burglar and smoke alarm systems.

- (1) Become familiar with their operation and the manufacturers' instructions.
- (2) Know who to call if the systems malfunction.
- (3) Test the smoke alarms monthly.
 - (a) Know the life of batteries in all smoke alarms.
 - (b) Maintain a supply of smoke alarm batteries.

2. Outside crime indicators.

a. Scan the grounds around the quarters for,

- (1) Obvious signs of intrusion.
- (2) Disturbed mulch, shrubs, footprints in flower beds, loose/disturbed crawlspace doors.
- (3) Windows partially opened when they shouldn't be.
- (4) Report actual or suspected incidence to the proper authorities.

b. Windows, porches, trellises, or building features.

- (1) Check unfamiliar placement of items on porches, windows, trellises, or building features.
- (2) Report actual or suspected incidents to the proper authorities.

c. Mail and newspapers.

- (1) Remove promptly from mail and paper boxes to avoid an appearance of residents not being home.
- (2) NEVER leave these items in their box or in plain view overnight.

d. Storage sheds, garages, and outside buildings.

- (1) Keep locked, if appropriate.
- (2) Check areas daily/weekly to ensure items have not been disturbed.
- (3) Report actual or suspected incidents to the proper authorities immediately.

e. Lawn furniture and utility equipment.

- (1) Store when not in use.
- (2) Report actual or suspected incidents to the proper authorities.

D. EMPLOY CRIME PREVENTION MEASURES. The FQM should be knowledgeable of crime prevention measures and anticipate, recognize, and appraise crime risks. The FQM should act to eliminate or reduce those risks. The flag officer may direct the district security manager to evaluate the physical security plan of the flag quarters to provide recommendations and/or suggestions to the FQM for security improvements.

1. Keep windows and doors locked.

- a. Check the security of windows and doors regularly (daily, weekly).
- b. If in need of repair, take necessary action to notify the quarter's maintenance personnel to restore them to their proper condition.

2. Activate alarm system(s).

- a. The FQM should be aware and learn to use the alarm system(s).
- b. Read the owner and operating manual for proper operation.
- c. Perform a maintenance test and check regularly.

3. Newspapers and mail.
 - a. Remove mail and newspapers from their boxes on a daily basis.
 - b. DO NOT leave in boxes or plain view overnight.
4. Conduct regular ground inspections in and around the premises for displacement of normally placed items.
5. Trellises, shrubs and bushes.
 - a. Ensure proper maintenance of trellises. Identify trellises that could be used for climbing and obtain flag officer or spouse permission before removing or altering.
 - b. Ensure that shrubs are cut at least bimonthly.
 - c. Ensure that growth of plants and bushes are well trimmed away from ground level windows.
6. Upcoming flag quarters functions.
 - a. Avoid discussing VIP functions with unauthorized personnel.
 - b. DO NOT violate the privacy of VIP functions by admitting to or discussing household matters and/or your job and position with unauthorized personnel.
7. Safeguarding high-value items.
 - a. Secure expensive property such as china, silver, crystal, and similar type items in a designated locked container.
 - b. Audit the quarter's inventory on a regular basis to ensure that all items are on hand.
8. Unofficial guests visiting public quarters (contractors, CG personnel, uninvited guests).
 - a. Ensure that authorized work personnel have an appointment in quarters.
 - b. Before admitting, check the person's identification.
 - c. DO NOT allow person(s) to wander around the quarters unescorted.
 - d. Remain with the person(s) until the work is completed.

e. Should you doubt the person's authenticity, do not admit the person(s) to the quarters.

- (1) Ask the person to wait outside the door. Close and lock the door.
- (2) Always follow locally established crime prevention procedures.
- (3) Call the workman's company or boss and check the description of the worker. Look up the number of the company doing the work yourself or get the operator. DO NOT get the number from the workman.
- (4) Notify the flag officer or spouse and request their assistance.
- (5) Notify the police if you are unable to validate the person's identity.

9. Backup lighting.

- a. Ensure emergency lighting is available if a power failure occurs.
- b. Ensure adequate backup power supplies are onhand for emergency lighting.
- c. Maintain an emergency exit route in case of fire.

E. HANDLE ANONYMOUS TELEPHONE THREATS. You must be aware of the types of threats that may come into the quarters by telephone. Respond calmly and attempt to record all information concerning the individual that is calling. Use the format provided below to assist you. Check with local police (crime prevention section) and flag officer, to ensure that you adhere to the proper procedures. The following is a recommended procedure to handle anonymous telephone threats.

1. Attempt to keep an ongoing record of the conversation.
 - a. Stay calm, be courteous, listen.
 - b. DO NOT interrupt the caller.
2. Attempt to obtain as much information as possible about the caller. Record the following information.
 - a. Date of call.
 - b. Time of call.
 - c. Exact words of person placing call.

- d. Any other important information.
- 3. Attempt to keep the caller on the line.
 - a. Continue talking with the person in a calm voice.
 - b. Ask questions concerning the "situation."
 - c. What were the caller's exact words?
 - d. Ask:
 - (1) Where is the bomb?
 - (2) When will the bomb explode?
 - (3) What does it look like?
 - (4) What type of explosive is it?
 - (5) Why was it placed? (Obtain as much detail as possible about the bomb and its location. Bombers often wish to avoid injury or death. Request more data by expressing a desire to save lives).
- 4. Origin of call if known:
 - a. ____ Local
 - b. ____ Long Distance
 - c. ____ Phone Booth
 - d. ____ Internal
- 5. Identity of caller:
 - a. Voice.
 - (1) ____ Male
 - (2) ____ Female
 - (3) ____ Adult
 - (4) ____ Child
 - (5) ____ Loud
 - (6) ____ Soft
 - (7) ____ High Pitch

- (8) _____ Deep
(9) _____ Raspy
(10) _____ Intoxicated
(11) _____ Pleasant

b. Speech.

- (1) _____ Fast
(2) _____ Slow
(3) _____ Distinct
(4) _____ Distorted
(5) _____ Stutter
(6) _____ Nasal

c. Accent.

- (1) _____ None
(2) _____ Yes
(3) If yes, describe. _____

_____.

d. Language.

- (1) _____ Good
(2) _____ Foul
(3) _____ Poor

e. Background noise.

- (1) _____ Music
(2) _____ Quiet
(3) _____ Voices
(4) _____ Trains
(5) _____ Animals
(6) _____ Office Machines

- (7) _____ Street Traffic
(8) _____ Factory Machines

f. Manner.

- (1) _____ Calm
(2) _____ Angry
(3) _____ Rational
(4) _____ Irrational
(5) _____ Coherent
(6) _____ Incoherent
(7) _____ Deliberate
(8) _____ Emotional
(9) _____ Righteous
(10) _____ Nervous Laugh

6. Date of call _____ Time _____ a.m./p.m.
7. Name of person receiving call _____.
8. Phone number call came in on _____.

9CHAPTER 8. BOOKKEEPING/ADMINISTRATION

A. RECEIVE/SCREEN PHONE CALLS. As the FQM, you are required to answer telephone calls using the utmost courtesy and professionalism while representing the Coast Guard. Identify yourself and place of duty. Speak distinctly and pleasantly, and greet each caller with the appropriate response. Record accurate messages to include the name of the caller, name of person called, text of message, telephone number of caller, and time and date of call. NEVER answer questions from the news media; refer all types of media calls to the Public Affairs Officer.

1. Answering phone calls.

a. Know when the flag officer and spouse want you to answer the phone and when they want to answer the phone. When the phone rings, pick up the receiver promptly.

b. Greet the caller using the specific time of day. Example: "Good afternoon, Admiral Doe's quarters, Petty officer (your name) speaking, may I help you"?

c. If the person requested is not available, offer to take a message. Ensure you only disclose information about that person's nonavailability that is approved by the flag officer or spouse. For example, the flag officer and spouse may not want every caller to know when they are absent from the quarters.

d. Receive the message.

(1) Listen to what the caller has to say.

(2) Write down exactly what the caller says.

(3) Before the caller hangs up, read the message back to ensure accuracy. Example: "May I please read the message back to you to be sure I have recorded it correctly?"

(4) The flag officer may direct the FQM to answer the telephone as desired.

e. Record the essential elements of information.

(1) Name of the person called.

(2) Name of the caller and or organization.

(3) Message.

(4) Phone number of the caller.

(5) Your name (individual taking call/message).

(6) Date and time.

f. Pass the message.

(1) If the person called is available, give the message to the individual promptly.

(2) If the person called is not available, place the message in a designated location.

(3) When the person arrives, ensure the individual gets the message promptly.

(4) If the call is obscene or crank,

(a) Hang up immediately.

(b) Inform the flag officer of the incident, if appropriate.

(c) Follow the flag quarters' established procedures.

(5) If the call is a bomb threat, immediately follow the established procedures. Refer to chapter 8.

(6) If the call is from the news media (newspaper, radio, or television),

(a) Do not engage in, encourage, or continue conversations with reporters.

(b) Respectfully refer reporters to the appropriate Public Affairs Officer.

(c) Make a written record of the call and pass it to the flag officer, when appropriate.

B. MAINTAIN RECORD OF EXPENDITURES. The FQM must maintain official records and receipts of expenditures for official events or functions from petty cash funds, if established, for personal and household needs related to the flag officer's official duties. Record entries accurately in a ledger to show the proper use of the funds. Balance petty cash funds regularly to verify accountability.

1. Establish a record keeping system for official accounts.

a. Upon request and after purchasing items for an official function, record the purchases in the ledger.

b. Adhere to the categories established by the flag officer and spouse. The categories might include food, beverages, flowers and miscellaneous (See Appendix C for sample forms).

c. Record all essential information concerning the particular function or event.

- (1) Date of the function.
- (2) Number of persons expected.
- (3) Name of the function or event.
- (4) Name of the person preparing the form.

d. Record expenditures for food.

- (1) Record the check number.
- (2) Record the store or person to whom the check is for.
- (3) Record the money amount of the check.
- (4) If necessary and authorized, record the amount received from the flag officer's personal account.
- (5) Add the amount of all checks to get a subtotal for each category.

e. Record beverage expenditures.

- (1) If any beverage is used from the official inventory, record the amount and annotate the inventory list.
- (2) Maintain original receipts and make duplicate copies, if required, for your files.

f. Record flower(s) expenditures.

- (1) Record the place or store where the purchases were made and the amount.
- (2) Add the amounts to get a subtotal for the category.
- (3) Maintain original receipts and make duplicate copies, if required, for your files.

g. Record miscellaneous expenditures.

- (1) Record the place or store where the purchases were made and the amount.
- (2) Add the amounts to get a subtotal for the category.

- (3) If necessary, itemize purchases.
 - (4) Maintain original receipts and make duplicate copies, if required, for your files.
2. Report all expenditures and purchases to the flag officer or designated individual.
- a. Add each subtotal for each category to get a total cost for the function.
 - b. Attach all original copies and receipts of purchases.
 - c. Re-check all figures to ensure that all store purchases equal the check amounts for each category.
 - d. Assemble the completed documents in logical order and annotate for clarification and justification as necessary.
 - e. Forward the documents to the flag officer or designated individual.
3. File official records for accountability.
- a. Maintain duplicate copies of all official expenditures and receipts.
 - b. Establish files according to direction received from the flag officer and spouse.
4. Maintain quarters' petty cash funds and records.
- a. The flag officer and spouse will determine the amount of cash to be maintained, if required, in the quarters' petty cash fund. These funds are for purchasing necessary items for official purchases to the quarters. The FQM may be entrusted with managing this fund.
 - (1) Keep the funds in a secure container in a designated location.
 - (2) When requested by the flag officer or spouse to make specific purchases from the petty cash fund, make a note of the instructions given.
 - (3) Remove the appropriate cash from the secure container.
 - (4) Record essential information in the ledger or fill out the required form(s).
 - (a) Date of transaction.
 - (b) Item(s) to be purchased.

- (c) Amount of money taken from the secure container to make purchases. This amount will be subtracted from the balance.

b. After purchases are made, refer to the ledger and record all essential information.

- (1) Record any changes in items that were substituted.
- (2) Record the amount of each item purchased.
- (3) Add the cost of each item and record the total cost of the purchase.
- (4) If necessary, record the unused cash from the purchase and add it to the balance.
- (5) Maintain purchase receipts in the designated file or ledger.
- (6) Place the unused cash in the secure container.
- (7) On a regular basis, count the cash in the secure container to ensure that the ledger balance and secure container funds are equal.
- (8) Upon request from the flag officer or spouse, provide the current balance of the petty cash fund.
- (9) Replenish the petty cash fund upon instructions from the flag officer and spouse.
- (10) Request the flag officer's aide and at least one other person to audit the petty cash fund at least quarterly.

CHAPTER 9. FIRST AID

A. **APPLY FIRST AID FOR CHOKING.** First aid procedures for a conscious and an unconscious choking victim. When applying first aid to the victim, continue the process uninterrupted until advanced life support takes over and assumes control.

1. Warning signs for a choking victim (Figure 9-1).

a. Victim may clutch at his/her neck or throat and attempt to stand.

b. Victim may turn pale, then blue or black and show distress.

c. Victim will eventually collapse if obstruction is not relieved.

d. Victim will be unable to speak or cough forcibly.

SAVING A CHOKING VICTIM

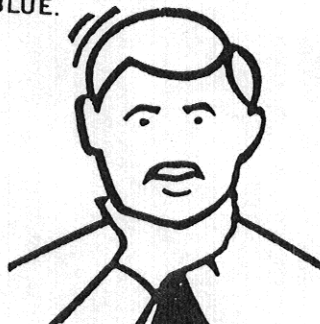
SYMPTOMS OF CHOKING - 4 MINUTES TO LIVE

WHAT TO LOOK FOR THE VICTIM OF FOOD-CHOKING:

1. CANNOT
SPEAK OR
BREATHE.



2. TURNS
BLUE.



HAND TO NECK
SIGNALS: "I AM CHOKING!"

3. COLLAPSES

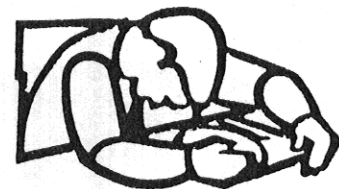


Figure 9-1 Symptoms of Choking

2. Procedures for conscious adult victim:

a. Ask the victim "Are you choking?"

b. Stand behind the victim and wrap your arms around the victim's waist (Figure 9-2).

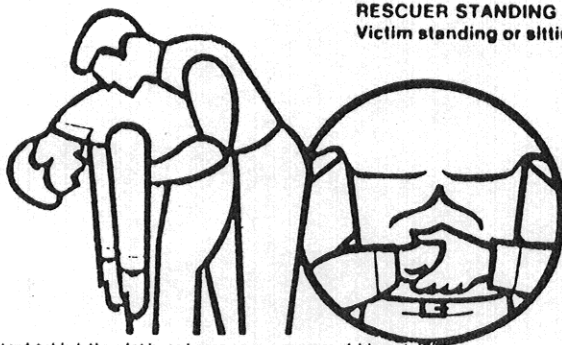


Figure 9-2 Proper positioning for applying abdominal thrusts standing or sitting.

c. Make fist with one hand and place it thumb side down against the victim's abdomen halfway between the navel and the bottom of the ribcage in the middle (Figure 9-3).

ADMINISTERING ABDOMINAL THRUSTS

RESCUER STANDING
Victim standing or sitting

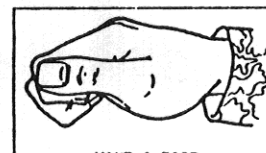


Stand behind the victim and wrap your arms around his waist.

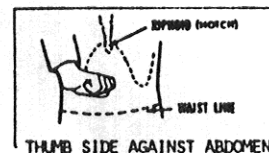
Place your fist, thumb side, against the victim's abdomen slightly above the navel and below the rib cage.

Grasp your fist with your other hand and press into the victim's abdomen with a quick upward thrust.

Repeat several times if necessary.



MAKE A FIST.



THUMB SIDE AGAINST ABDOMEN



Figure 9-3- Fist position and abdominal thrust.

- d. With other hand, grasp the fist and press into the abdomen using quick upward thrusts.
- e. Repeat quick upward thrusts until obstruction is dislodged, victim goes unconscious, or medical authority assumes control of the victim.
- f. Abdominal thrust should not be used on pregnant or obese people. Use the chest thrust instead (See Figure 9-4). If the victim loses consciousness while giving chest thrusts and stops breathing, begin mouth-to-mouth breathing.

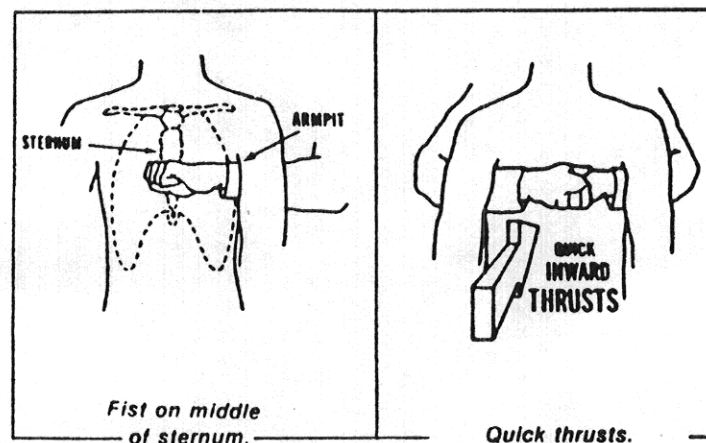


Figure 9-4 Chest thrust position

3. Procedures when victim becomes unconscious:
 - a. Place victim on his/her back, face up.
 - b. Call for "Help"- have bystanders call an ambulance.
 - c. Open the victim's mouth using the head-tilt/chin-lift or jaw-thrust maneuver methods.
 - (1) When applying head-tilt/chin-lift maneuver, the head is tilted backwards with one hand, the fingers of the other hand lifting the chin forward, as indicated by the arrows (Figure 9-5).
 - (2) In the jaw-thrust maneuver, place your fingers behind the angle of the patient's jaw and forcefully bring it forward (Figure 9-6).
 - d. Check for breathing by looking, listening, and feeling for breath (same as for CPR).

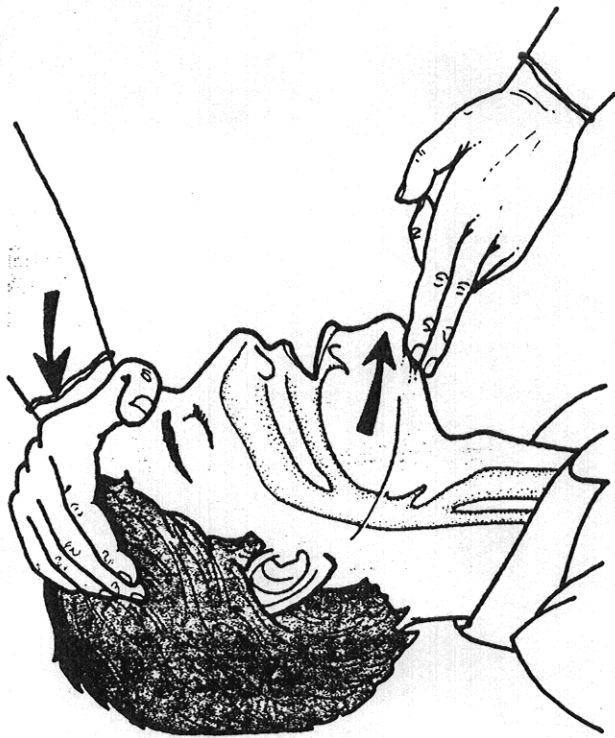


Figure 9-5 Head-tilt/
thrust maneuver



Figure 9-6 Jaw-chin-lift maneuver

e. If not breathing, start mouth-to-mouth ventilation. (A) Seal off the patient's nose, and (B) after encircling the patient's open mouth with your own, exhale deeply into it. Give two full 2-3 seconds long breaths (Figure 9-7).

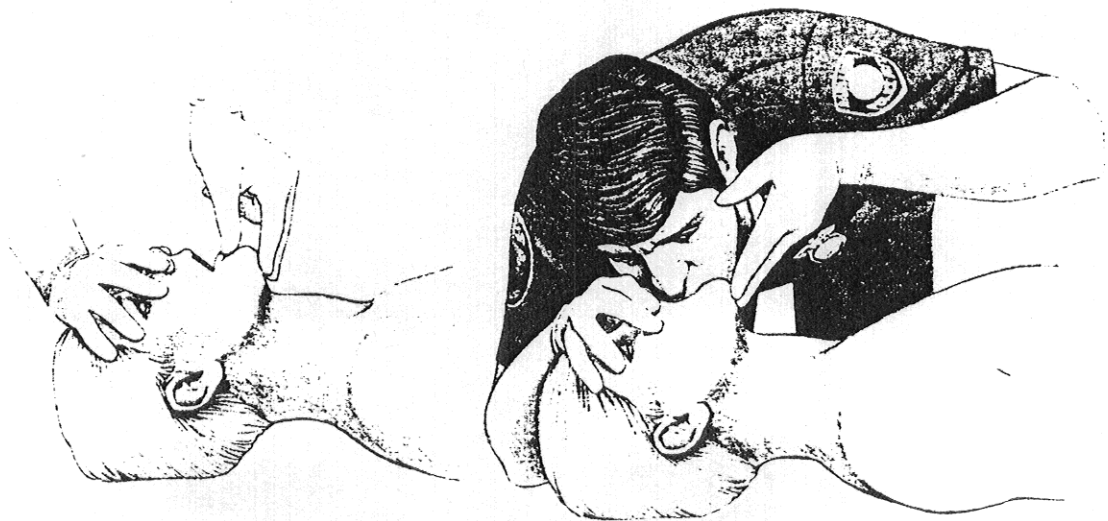


Figure 9-7 Mouth-to-mouth ventilation

f. If air cannot pass into the victim's lungs, reposition the victim's head and try to give two more breaths.

g. Straddle the victim's thighs.

h. Place the heel of one hand against the abdomen halfway between the navel and the bottom of the ribcage in the middle. Place other hand on top of the first hand and press into the abdomen using upward thrusts. Repeat 6-10 times (Figure 9-8).



Figure 9-8 Proper positioning of hands for applying abdominal thrusts when patient is lying on his back.

i. When foreign object is suspected, open the victim's mouth and finger sweep for obstruction (Figure 9-9). (A) Using the cross-finger technique, brace the thumb and index finger on the patient's teeth and (B) force the jaws apart. (C) Using the tongue-jaw-lift maneuver, lift the tongue and jaw to open the mouth and to help visualize the foreign object. (D) A finger probe is used to sweep the foreign object out of the mouth. After the sweep, give the patient two full 2-3 seconds long breaths.

j. Repeat procedure beginning subpar. 3.f until obstruction is relieved, victim begins breathing on their own, or until relieved by medical authority.

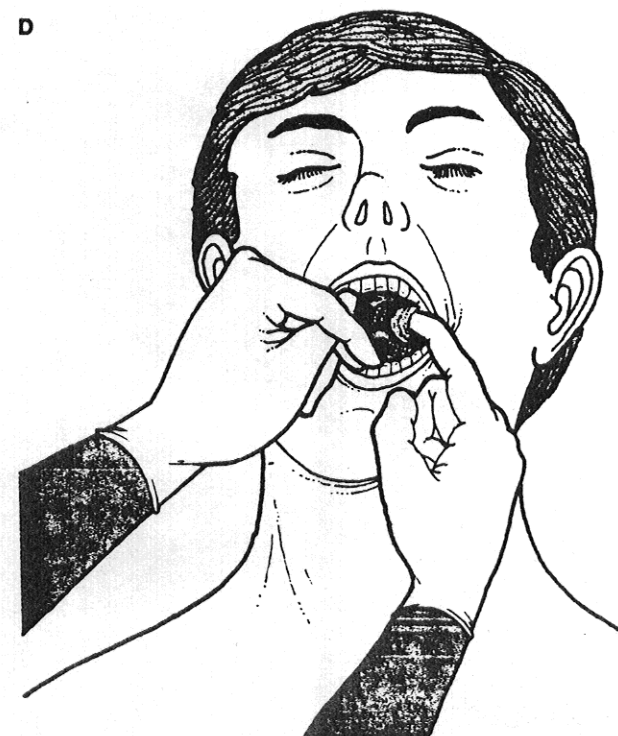
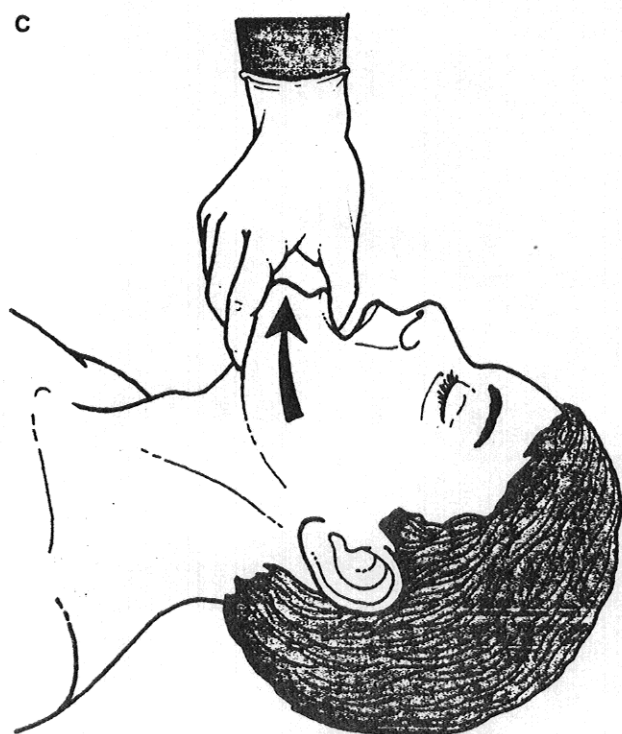
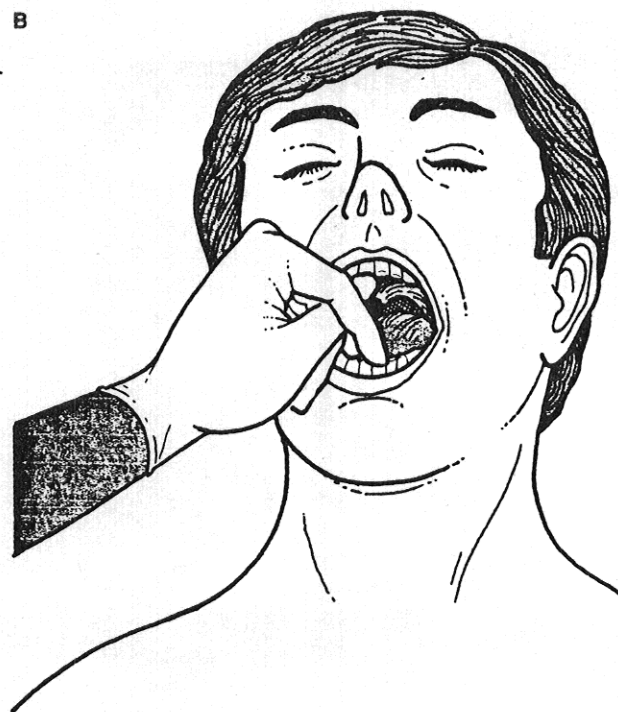
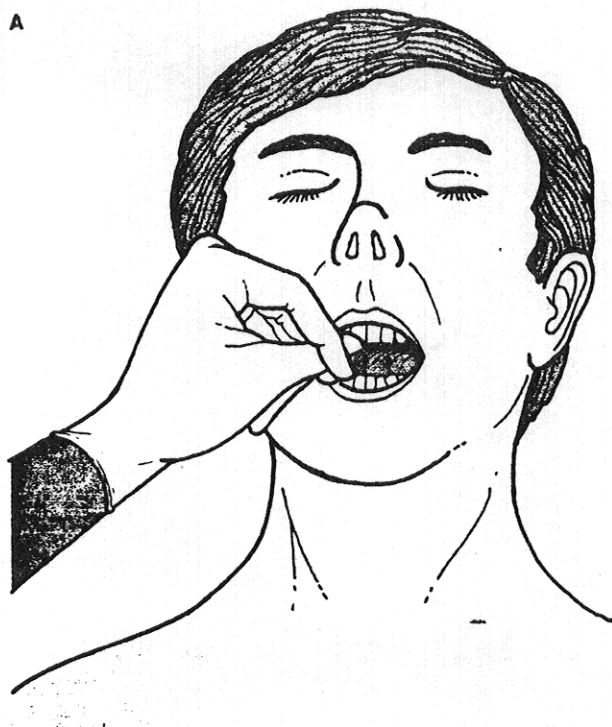


Figure 9-9 Manual removal of foreign object.

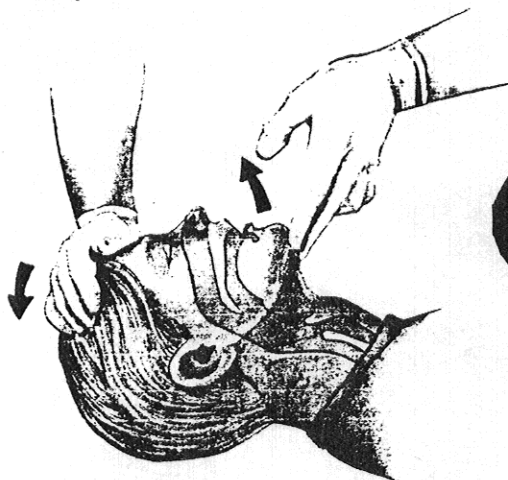
- B. CARDIOPULMONARY RESUSCITATION (CPR). It is highly recommended that a newly assigned FQM be provided training and receive certification through an accredited course in Cardiopulmonary Resuscitation (CPR). Procedures for one person to administer CPR to an adult victim.

1. Warning signs of a heart attack:

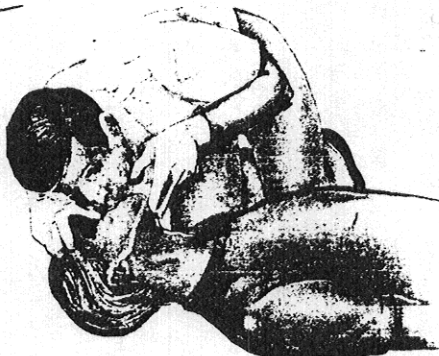
- a. Victim may have a sudden onset of weakness, nausea and sweating without an obvious cause.
- b. Victim may complain of chest pain. Described as crushing or "like an elephant sitting on my chest".
- c. Victim may complain of pain running down their arms.
- d. Victim may deny they are having a heart attack (classic symptom).
- e. Victim may complain of shortness of breath.
- f. Victim may have one or all of the above symptoms.

2. For the unconscious victim, follow the ABC steps of cardiopulmonary resuscitation. Airway, Breathing, and Circulation are essential components of basic life support (Figure 9-10).

Airway



Breathing



Circulation



Figure 9-10 ABC steps of CPR

- a. Shake victim and shout, "Are you okay?"
- b. Call for "Help", have bystander call for an ambulance.
- c. Turn victim on back, face up.

- d. Look, listen and feel for breathing for approximately 5 seconds.
- e. If victim is breathing, continue to keep the mouth open by the head-tilt/chin-lift or jaw-thrust maneuver method (Figure 9-5 & Figure 9-6).
- f. Check for pulse in the neck for 5-10 seconds. The carotid pulse is felt in the groove between the larynx and sternocleidomastoid muscle (Figure 9-11).



Figure 9-11 Checking for carotid pulse

- g. If pulse is present, continue to give the victim one breath every 5 seconds.
- h. If no pulse is detected, prepare to begin external chest compressions.
- i. Kneel at the side of the victim, with one knee at the victim's shoulder and the other at the victim's waist.
- j. Locate the point where the right and left ribcage meet (Figure 9-12). (A) Place your index finger and your long finger on the notch of the breastbone two finger widths (B) up from the point where the ribcages meet. (C) Place the heel of the other hand touching the index finger of your first hand. (D) Remove your first hand from the notch and place it over and parallel to the hand on the sternum and begin external chest compressions.

k. Your arms should be locked at the elbows and you should be directly over the victim's breastbone. External chest compression is produced by vertical downward pressure through both extended arms to depress the adult sternum $1\frac{1}{2}$ to 2 inches (Figure 9-13).

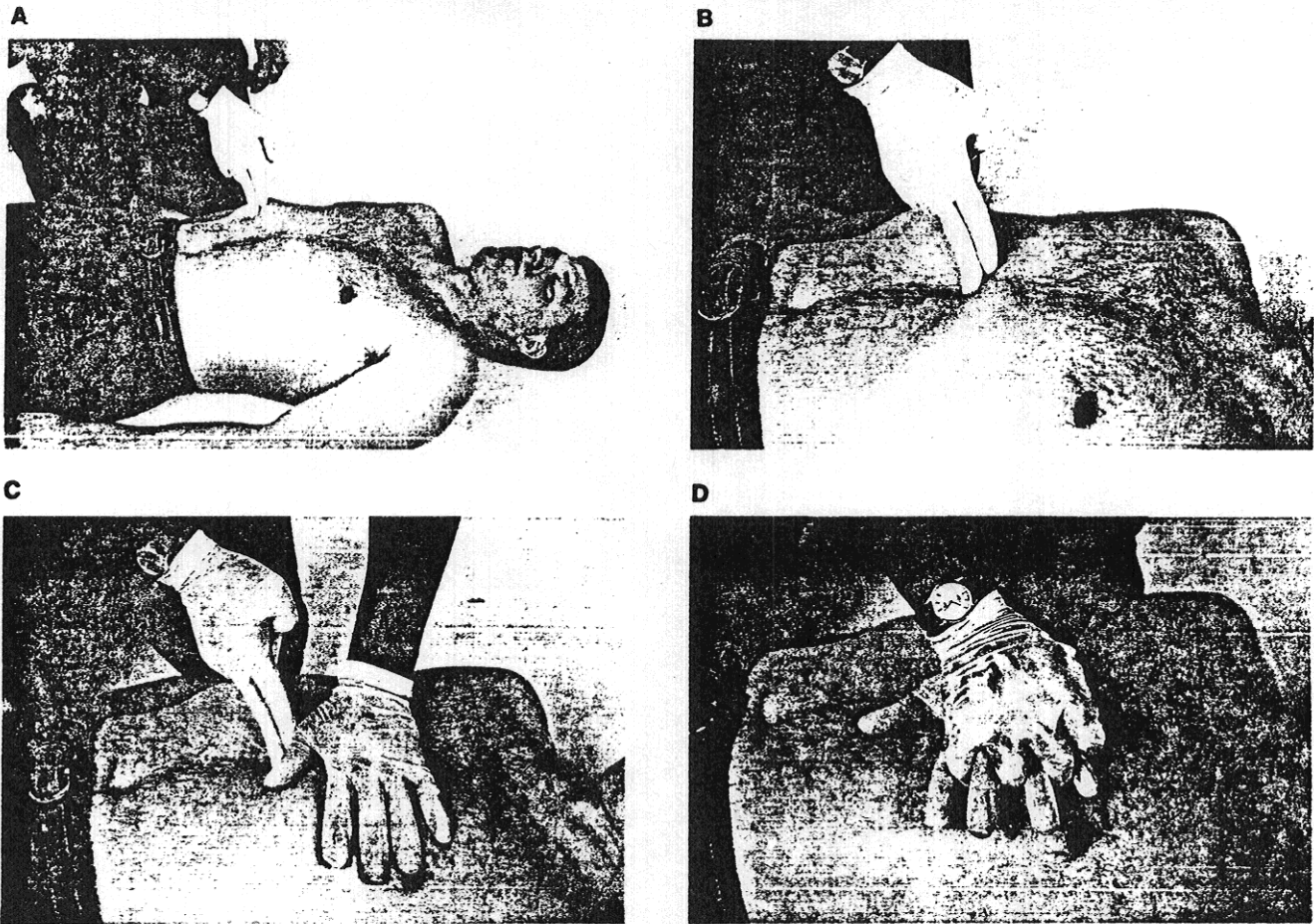


Figure 9-12 The correct hand position for chest compression

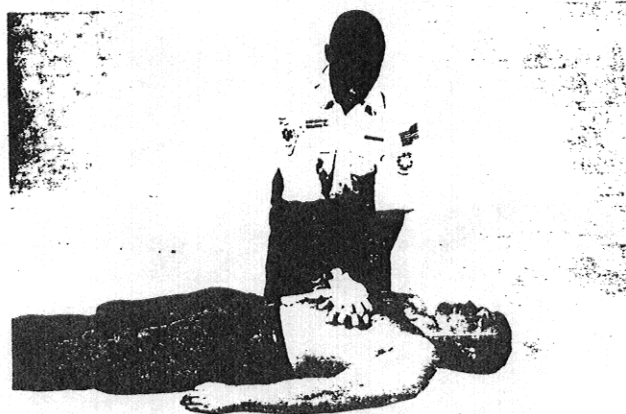


Figure 9-13 Body position during chest compression

1. Compression and pressure (Figure 9-14). (A) Compression and relaxation should be rhythmic and equal duration. The heel of the hand should not be removed from the sternum. (B) Pressure on the sternum must be released so it can return to normal resting position between compressions.

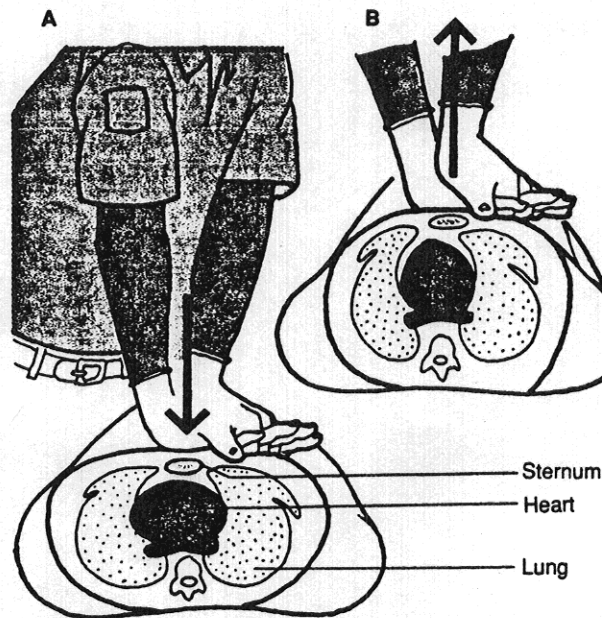


Figure 9-14 Sternum compression and release position

- m. After 15 compressions, give two breaths. Find your hand position on the chest again and continue with chest compressions. Repeat procedure four times. Stop and check for pulse in the neck again.
 - n. If pulse is present, give one breath every 5 seconds. If no pulse is present, give two breaths and resume external chest compressions. Do not stop CPR until victim has a pulse and starts breathing on their own or relieved by medical authority.
- C. TREATING MINOR BURNS. The Flag Quarters Manager must be able to recognize and provide basic treatment for different types of burns. Seek medical assistance, if necessary.
1. Recognize types of burns (Figure 9-15).
 - a. First Degree Burn: This is the mildest form of burn, producing redness, increased warmth, tenderness, and mild pain.

b. Second Degree Burn: This is characterized by blistering of the skin and severe pain.

c. Third Degree Burn: This type of burn destroys the skin and may destroy muscle tissue and bone in severe cases. Pain may be absent because nerve endings have been destroyed. Color may vary from white to black.

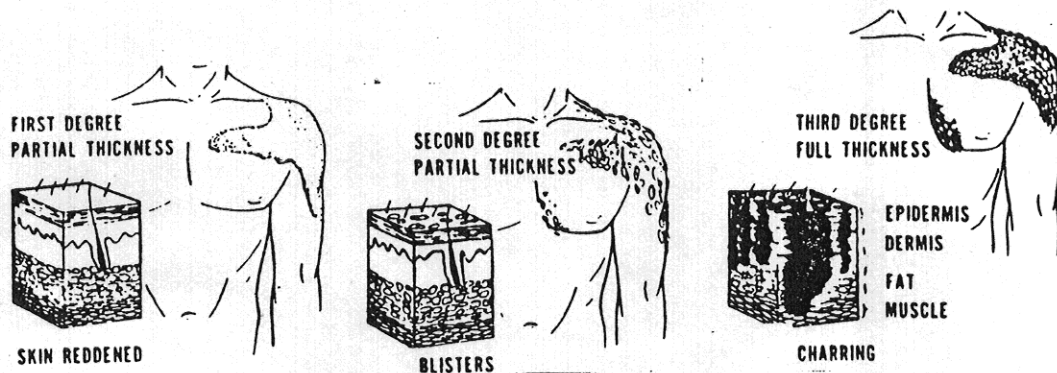


Figure 9-15 Type of burns (from left to right)
First, Second and Third Degree Burns

2. Kinds of burns and their basic treatment.

a. Thermal Burn (heat): caused by fire, hot objects, gases, nuclear blast or fire ball.

- (1) Remove victim quickly from the burning source.
- (2) Cover the thermal burn with any nonsynthetic material. Synthetic material will melt and cause further injury.
- (3) Roll victim to smother or put out the flames.
- (4) If necessary, cut clothing and gently lift clothing away from the burned area. Avoid pulling clothing over burns. Leave clothing in place that is stuck to the burns.
- (5) For small burn areas, apply cold damp material to the affected area or soak it with cold water, otherwise, just place clean material over burned area.
- (6) Seek medical assistance right away.

b. Electrical Burn: caused by electric wires, current and lightning.

- (1) Turn off electrical current source if it is nearby, but do not waste time. Do not touch wires with bare hands.
- (2) Remove the victim from the electrical source using nonconductive material by wrapping dry clothing or dry rope around the victim's back and shoulder, and pull him or her away from the electrical source or use a wooden pole to push the wire away from the victim.
- (3) Do not touch the victim until he or she has been removed from the electrical source.
- (4) Seek medical assistance right away.

c. Chemical Burn: caused by contact with wet or dry chemicals, or white phosphorous.

- (1) Do not lift or cut away clothing in a chemical environment.
- (2) Do not use your bare hands when removing chemical from burn victim.
- (3) Pour, flush, or soak with as much water as necessary to relieve pain.
- (4) If white phosphorous gets in contact with the skin, smother with water, any drinkable fluids, wet cloth, or wet mud. Continuously flush with water if available and keep covered with wet material.
- (5) Place dry material over the burned area to protect from contamination.
- (6) Seek medical assistance right away.

D. TREATMENT FOR SHOCK. The Flag Quarters Manager should use the following information when treating for shock. Call for medical assistance, if possible.

1. Maintain the victim's body heat by covering with blanket, sheets or jacket, but be careful not to allow the body to become overheated.

2. Elevate the hands, legs, and feet higher than the heart. Elevation of the hands, legs and feet must not be more than 12 inches higher than the heart (Figure 9-16).

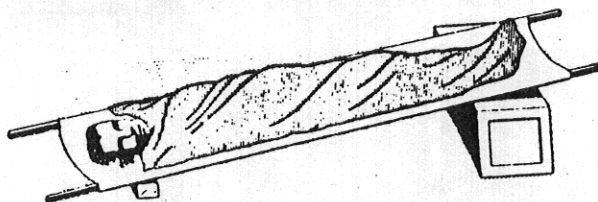


Figure 9-16 Elevating the victim

3. Loosen clothing at the neck, waist, or wherever the clothing is binding.
 4. Do not give any food or drink to the victim.
 5. Perform CPR if necessary.
 6. If you must leave the victim, turn the victim's head to one side to prevent from choking should the victim vomit.
- E. TREATING INCISION WOUNDS. The Flag Quarters Manager should learn or should have a knowledge of treating open wounds until medical assistance arrives. The following steps apply:
1. Stop the wound from bleeding.
 - a. Apply pressure directly to the wound by pressing firmly on the wound with hand or clean cloth (Figure 9-17).
 - b. Elevate wounded extremities.

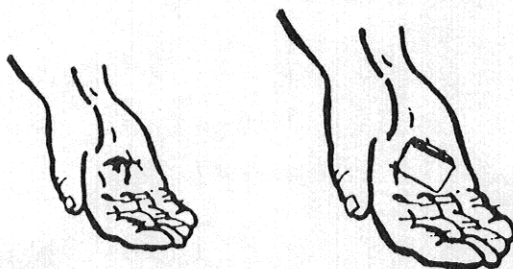


Figure 9-17 Stopping the bleeding

2. Clean the wound.

- a. Wash the wound area with soap and water, tincture of benzalkonium, hexachlorophene, or any other acceptable solution (Figure 9-18).

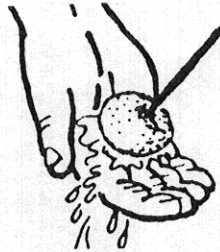
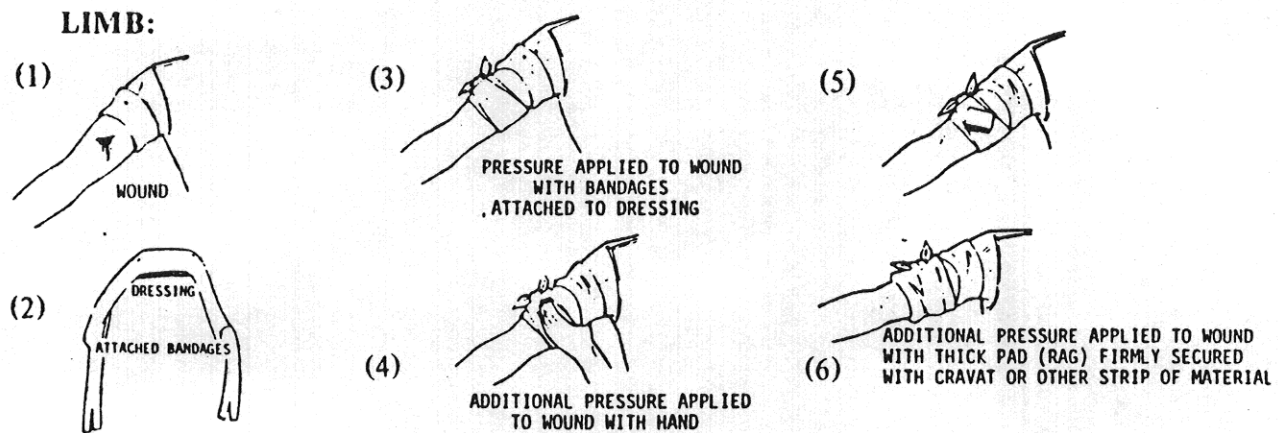


Figure 9-18 Cleaning the wounds

- b. Gently clean the area and let additional clean water run freely over the wound, if appropriate.
- c. Dry the area by gently patting the wound with dry cloth.
- d. Cold cloths or ice packs maybe applied to relieve pain and reduce swelling.
3. Applying and securing dressing to the wounds. In an emergency, a clean handkerchief, towel, shirt and other clean clothing materials maybe used (Figure 9-19).
- a. Place a sterile compress or other clean material over the wound without allowing it to touch anything else but the wound.
- b. Secure the compress material in place by tying the ends with square knot(s) or by pinning the ends with safety pins.
- c. If necessary, apply additional pressure to the wound with a hand or a thick pad firmly secured in place with a strip of material.
- d. Observe the victim and treat for shock, if necessary. (see figure 9-19).



HAND:

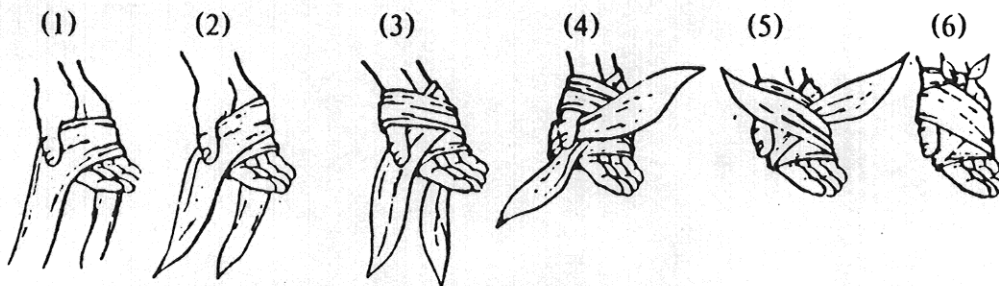


Figure 9-19 Applying dressing to the wound

INTERVIEW GUIDE FOR FLAG QUARTERS MANAGERS

A. THE OBJECTIVE. The primary purpose of the interview is to evaluate the candidate for duty as a Flag Quarters Manager (FQM). It is recommended that the flag officer conduct the interview at the flag quarters and that the spouse participate.

B. THE INTERVIEW.

1. An environment should be created which will permit the candidate to relax, so that the communication can be made freely. This should help in obtaining an accurate assessment of the candidate's personality.
2. During the usual question and answer approach, applicants tend to give what they think are the expected answers. Try to conduct the interview as a free flowing conversation.
3. Follow a predetermined interview plan. The following sequence is recommended, but should be modified as necessary to conform to the specific situations and the individual applicant. Included in each section are examples of questions that tend to draw the desired response from the applicant. Do not use the list of questions as a script.

a. Introduction. Explain that the primary purpose of the interview is to develop some knowledge of the candidate's interests and ideas. Briefly explain the sequence you intend to follow, ensuring an understanding that the major portion of the interview is intended to obtain those facts, ideas, qualifications, and experiences not available in the other materials submitted.

b. Personal Life and Home Environment. A review of this aspect of the applicant's life can provide insight into present and future situations.

- (1) In general, how would you describe yourself?
- (2) What do you regard to be your outstanding qualities?
- (3) What do you regard to be some of your shortcomings?
- (4) In which areas do you feel you would like to develop yourself?
- (5) What traits or qualities do you most admire in someone?

- (6) What has contributed to your career success up to the present time?
- (7) What kinds of situations or circumstances make you feel tense or nervous?
- (8) Have you interacted with senior officers, dignitaries, etc. before?
- (9) Why did you request to become a flag quarters manager?
- (10) Have you completed all requirements to participate in the next Servicewide Examination?
- (11) Do you have any concerns or questions for being required to clean and maintain the public areas in the quarters, including official guest(s) living spaces?
- (12) Besides military food service training, what other culinary skills do you have, such as:
 - (a) cake decorating
 - (b) garnishing for plate and buffet presentation
 - (c) bartending
 - (d) wardroom service
 - (e) menu development for a formal meal

c. High School, College, or Advanced Study.

- (1) Have you had any additional training or education since graduating from high school, college, or SS "A" school.
- (2) Do you plan to take educational courses while in this position?

d. Previous Assignments.

- (1) Can you describe your present responsibilities and duties?
- (2) What were some of the things that you particularly enjoyed?
- (3) What did you enjoy less?
- (4) What were some of the problems that you encountered on your job and how did you solve these problems?

STAINS

- A. STAINS: The stain removal agents recommended in this Appendix are for emergency spills or when no commercial stain removal agent is available. Whenever a commercial stain remover is purchased, refer to the manufacturers' instructions. Certain types of fabrics and carpets have recommended stain removal instructions, which must be followed. The gentlest or mildest agent is always suggested first. If this is the only safe agent for the stain, keep repeating the step until the stain is gone. If you have inadvertently set a stain with hot water or with the heat of a clothes dryer or if the stain is old, you may not be able to remove it completely. In this case, recommend to the flag officer or spouse to consult a professional. In all cases, remember that removing the stains requires patience and repetition. When using stain removing agents like dry-cleaning fluid, enzyme product, hydrogen peroxide, ammonia, alcohol, bleach, paint and rust remover, read the manufacturers' instructions carefully for safety precautions and ventilation requirements. These agents are potentially harmful to some fabrics or materials requiring special guidelines for use.

1. Alcoholic beverages.

a. Washable fabrics agents:

- (1) Club soda; pre-wash product; enzyme product or washing soda; bleach. Sponge with club soda, then wash. If the stain remains, spray with pre-wash product, then wash. If the stain still remains, soak for half an hour in water and enzyme product or washing soda, then wash. If necessary, bleach.

b. Non-washable fabrics, carpets & upholstery agents:

- (1) Club soda; enzyme product. Sponge repeatedly with club soda, then blot dry. If the stain remains, cover with a cloth dampened in water and enzyme product. Keep damp for half an hour, then sponge off and blot dry. If the stain still remains, bleach.

2. Blood.

a. Washable fabrics agents:

- (1) Glycerine; pre-wash product; enzyme product or washing soda; hydrogen peroxide and ammonia; rust remover. Soften old stains with warm glycerine. Rinse in cool water. Spray with pre-wash product, then wash. If the stain

remains, soak in water and enzyme product or wash soda, then wash. If the stain still remains, sponge with hydrogen peroxide with a few drops of ammonia added, and rinse off as soon as the stain is bleached; or use a commercial rust remover.

b. Non-washable fabrics, carpets, & upholstery agents:

- (1) Glycerine; enzyme product or liquid detergent and ammonia; hydrogen peroxide and ammonia; rust remover. Soften old stains with warm glycerine. Sponge with cool water. Sponge with a solution of water and enzyme product or $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Then sponge off and blot dry. If the stain remains, dampen with hydrogen peroxide, add a few drops ammonia, and sponge off as soon as the stain is bleached; or use a commercial rust remover.

3. Butter.

a. Washable fabrics agents:

- (1) Pre-wash product; detergent and vinegar or ammonia; washing soda. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in soapy water with vinegar or ammonia added, or water and washing soda, then wash.

b. Non-washable fabrics, carpets, & upholstery agents:

- (1) Pre-wash product; liquid detergent and vinegar or ammonia. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge with solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp liquid detergent, and 1 tsp vinegar or ammonia. Repeat until the stain is gone, then sponge off and blot dry.

4. Candy (except chocolate).

a. Washable fabric agents:

- (1) Pre-wash product; ammonia or washing soda; bleach. Spray with pre-wash product, then wash with $\frac{1}{2}$ c ammonia or washing soda added to wash cycle. If the stain still remains, bleach.

b. Non-washable fabrics, carpets, & upholstery agents:

- (1) Pre-wash product; ammonia or alcohol; bleach. Spray with pre-wash product, sponge off and blot dry. If the stain remains, sponge repeatedly with equal parts ammonia or alcohol and water, then sponge off and blot dry. If the stain still remains, bleach.

5. Catsup.

a. Washable fabric agents:

- (1) Pre-wash product; washing soda or ammonia; enzyme product. Spray with pre-wash product, then wash with $\frac{1}{2}$ c washing soda or ammonia added to wash cycle. If the stain remains, soak for half an hour in water and enzyme product, then wash.

b. Non-washable fabrics, carpets, & upholstery agents:

- (1) Pre-wash product; enzyme product or liquid detergent and ammonia; alcohol. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge repeatedly with a solution of water and enzyme product, or $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia, then sponge off and blot dry. If the stain still remains, sponge repeatedly with alcohol, then blot dry.

6. Cheese.

a. Washable fabric agents:

- (1) Pre-wash product; washing soda. Spray with pre-wash product, then wash with $\frac{1}{2}$ c washing soda added to wash cycle.

b. Non-washable fabrics, carpets, & upholstery agents:

- (1) Pre-wash product; ammonia or alcohol. Spray with pre-wash product, sponge off and blot dry. If the stain remains, sponge repeatedly with equal parts ammonia or alcohol and water, then sponge off and blot dry.

7. Chewing gum.

a. Washable fabric agents:

- (1) Ice cubes; pre-wash product; dry-cleaning fluid and mineral oil. Freeze with an ice cube held

in a plastic bag. Break up frozen gum with a hammer. Spray or sponge with pre-wash product, then wash. If the stain remains, cover with a cloth dampened with $\frac{1}{2}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour then rinse.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Ice cubes; liquid detergent and ammonia; dry-cleaning fluid and mineral oil. Freeze with an ice cube held in a plastic bag. Break up frozen gum with a hammer. Sponge repeatedly with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Sponge off and blot dry. If the stain remains, cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then sponge off and blot dry.

8. Chocolate.

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda; hydrogen peroxide and ammonia. Spray with pre-wash product, then wash. If the stain remains, soak in water and enzyme product or washing soda for half an hour, then wash. If the stain still remains, flush with hydrogen peroxide, add a few drops ammonia, and rinse as soon as the stain is bleached.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or glycerine, liquid detergent, and ammonia; alcohol; hydrogen peroxide and ammonia. Spray with pre-wash product; sponge off and blot dry. If the stain remains, cover with a cloth dampened in enzyme product dissolved in water, or a solution of $\frac{1}{2}$ c water, 1 tbsp glycerine, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Keep damp for half an hour, then sponge off and blot dry. If the stain still remains, sponge repeatedly with alcohol, then blot dry. If necessary, bleach as for washable fabrics.

9. Cigarette burn.

a. Washable fabric agents:

- (1) Dry-cleaning fluid and mineral oil; hydrogen peroxide and ammonia. Cover with a cloth

dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then rinse. If the stain remains, sponge with hydrogen peroxide, add a few drops of ammonia and watch carefully until the stain is gone. Then rinse.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Dry-cleaning fluid and mineral oil; hydrogen peroxide and ammonia. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, sponge with hydrogen peroxide, add a few drops ammonia, and watch carefully until the stain is gone. Then sponge off and blot dry.

10. Coffee.

a. Washable fabrics agents:

- (1) Pre-wash product; enzyme product or washing soda; bleach. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or glycerine, liquid detergent, and ammonia; alcohol. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, cover with a cloth dampened in enzyme product dissolved in water, or a solution of $\frac{1}{2}$ c water, 1 tbsp glycerine, $\frac{1}{2}$ tsp detergent, and 1 tbsp ammonia. Keep damp for half an hour, then sponge off and blot dry. If the stain still remains, sponge repeatedly with alcohol.

11. Correction fluid.

a. Washable fabrics agents:

- (1) Dry-cleaning fluid; amyl acetate; bleach. Sponge repeatedly with dry-cleaning fluid, then rinse. If the stain remains, sponge repeatedly with amyl acetate, then rinse. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Dry-cleaning fluid and mineral oil; amyl acetate; bleach. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, sponge repeatedly with amyl acetate, then sponge off and blot dry. If the stain still remains, bleach.

12. Cosmetics.

a. Washable fabric agents:

- (1) Pre-wash product; washing soda or ammonia; dry-cleaning fluid; bleach. Spray with pre-wash product, then wash with $\frac{1}{2}$ c washing soda or ammonia added to wash cycle. If the stain remains, sponge repeatedly with dry-cleaning fluid, then rinse and wash. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; ammonia or alcohol; dry-cleaning fluid; bleach. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge repeatedly with a solution of equal parts water and ammonia or alcohol, then sponge off and blot dry. If the stain still remains, sponge repeatedly with dry-cleaning fluid, then sponge off and blot dry. If necessary, bleach.

13. Crayon.

a. Washable fabric agents:

- (1) Ice cubes; pre-wash product; washing soda; bleach. Harden wax crayons with ice cubes held in a plastic bag; remove excess wax. Spray or sponge with pre-wash product, then wash, adding $\frac{1}{2}$ c washing soda to wash cycle. If the stain remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Ice cubes; glycerine, liquid detergent, and ammonia; bleach. Harden wax crayons with ice cubes held in a plastic bag; remove excess wax.

Cover with a cloth dampened in $\frac{1}{2}$ c water, 1 tbsp glycerine, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, bleach.

14. Cream.

a. Washable fabric agents:

- (1) Pre-wash product; washing soda. Spray with pre-wash product, then wash with $\frac{1}{2}$ c washing soda added to the wash cycle.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; vinegar or ammonia. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge repeatedly with a solution of equal parts water and vinegar or ammonia, then sponge off and blot dry.

15. Eggs.

a. Washable fabric agents:

- (1) Enzyme product or washing soda; ammonia. Soak for half an hour in enzyme product or washing soda, then wash. If the stain remains, add $\frac{1}{2}$ c ammonia to the wash cycle.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Enzyme product; glycerine, liquid detergent, and ammonia; bleach. Sponge with solution of water and enzyme product, or cover with a cloth dampened in $\frac{1}{2}$ c water, 1 tbsp glycerine, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, bleach.

16. Excrement.

a. Washable fabric agents:

- (1) Enzyme product or washing soda; ammonia and vinegar. Soak for half an hour in water and enzyme product or washing soda. Then wash, adding $\frac{1}{2}$ c ammonia to wash cycle and 1 c vinegar to final rinse.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Enzyme product; vinegar or ammonia; alcohol. Sponge with solution of water and enzyme product, or equal parts vinegar or ammonia and water. If the stain remains, sponge repeatedly with alcohol, then blot dry.

17. Fingernail polish.

a. Washable fabric agents:

- (1) Dry-cleaning fluid and mineral oil; acetone; bleach. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then rinse. If the stain remains, sponge repeatedly with acetone. If the stain still remains, bleach.

b. Non-washable fabrics, carpet & upholstery agents:

- (1) Dry-cleaning fluid and mineral oil; acetone; bleach. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, sponge repeatedly with acetone until the stain is gone, then sponge off and blot dry; or bleach.

18. Fish.

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda, then wash.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Liquid detergent and ammonia. Sponge repeatedly with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia, then sponge off and blot dry.

19. Food coloring.

a. Washable fabrics agents:

- (1) Dry-cleaning fluid and mineral oil; acetone or amyl acetate; bleach. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then

rinse. If the stain remains, sponge repeatedly with acetone or amyl acetate, then rinse. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Dry-cleaning fluid and mineral oil; acetone or amyl acetate; bleach. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, sponge repeatedly with acetone or amyl acetate, then sponge off and blot dry. If the stain still remains, bleach.

20. Frosting.

a. Washable fabric agents:

- (1) Pre-wash product; dry-cleaning fluid and mineral oil; bleach. Spray or sponge with pre-wash product, then wash. If the stain remains, cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then rinse. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Glycerine, liquid detergent, and ammonia; dry-cleaning fluid; bleach. Cover with a cloth dampened in $\frac{1}{2}$ c water, 1 tbsp glycerine, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, sponge with dry-cleaning fluid or bleach, then sponge off and blot dry.

21. Fruit and fruit juices.

a. Washable fabrics agents:

- (1) Pre-wash product; enzyme product or washing soda; dry-cleaning fluid; bleach. Rinse in cool water. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda, then wash. If the stain still remains, sponge repeatedly with dry-cleaning fluid; blot, then wash. If necessary, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; glycerine, liquid detergent, and ammonia; dry-cleaning fluid; bleach.

Sponge with cool water. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, cover with a cloth dampened in $\frac{1}{2}$ c water, 1 tbsp glycerine, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Then sponge off and blot dry. If the stain still remains, sponge repeatedly with dry-cleaning fluid, then sponge off and blot dry. If necessary, bleach.

22. Furniture and floor polish or wax.

a. Washable fabrics agents:

- (1) Dry-cleaning fluid and mineral oil; pre-wash product; bleach. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then rinse. If the stain remains, spray or sponge with pre-wash product, and wash. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Dry-cleaning fluid and mineral oil; liquid detergent and ammonia; bleach. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, sponge repeatedly with soapy water with ammonia added; or bleach. Sponge off and blot dry.

23. Gelatin.

a. Washable fabrics agents:

- (1) Enzyme product or washing soda; ammonia; dry-cleaning fluid. Soak for half an hour in water and enzyme product or washing soda, then wash, adding $\frac{1}{2}$ c ammonia to the wash cycle. If the stain remains, sponge repeatedly with dry-cleaning fluid, blot, and wash.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Liquid detergent and ammonia; enzyme product; dry-cleaning fluid. Sponge first with cool water, then with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Sponge off and blot dry. If the stain remains, sponge with water and enzyme product, then sponge off and blot dry. If the stain still remains, sponge repeatedly with dry-cleaning fluid, sponge off and blot dry.

24. Grass.

a. Washable fabric agents:

- (1) Pre-wash product; washing soda; dry-cleaning fluid and mineral oil; amyl acetate. Spray with pre-wash product, then wash with $\frac{1}{2}$ c washing soda added to wash cycle. If the stain remains, cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then rinse and wash. If the stain still remains, sponge with amyl acetate, and rinse off as soon as the stain is gone.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; dry-cleaning fluid and mineral oil; amyl acetate. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then sponge off and blot dry. If the stain still remains, sponge with amyl acetate. Sponge off as soon as the stain is gone, and blot dry.

25. Gravy.

a. Washable fabric agents:

- (1) Pre-wash product; washing soda or ammonia. Spray with pre-wash product, then wash with $\frac{1}{2}$ c washing soda or ammonia added to wash cycle.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; liquid detergent and ammonia; alcohol. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge repeatedly with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia, then sponge off and blot dry. If the stain still remains, sponge repeatedly with alcohol, blot dry.

26. Grease.

a. Washable fabric agents:

- (1) Bar soap; pre-wash product; washing soda or ammonia. Rub the stain with bar soap, rinse. Repeat until the stain is gone. If the stain remains, spray with pre-wash product, then wash with $\frac{1}{2}$ c washing soda or ammonia to wash cycle.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; liquid detergent and ammonia; alcohol. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge repeatedly with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia, then sponge off and blot dry. If the stain still remains, sponge repeatedly with alcohol, then blot dry.

27. Ice cream.

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda, then wash.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or liquid detergent and ammonia; alcohol. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge with a solution of water and enzyme product, or $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia, then sponge off and blot dry. If the stain still remains, sponge repeatedly with alcohol, then blot dry.

28. Inks (ball point pen, indelible pencil, felt-tip marker, typewriter ribbon, India, newspaper, duplicating).

a. Washable fabric agents:

- (1) Glycerine or hair spray; dry-cleaning fluid and mineral oil; acetone or amyl acetate. Soften with warm glycerine or hair spray, then wash. If the stain remains, cover with a cloth dampened with $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then rinse. If the stain still remains, sponge with acetone or amyl acetate until the stain is gone.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Glycerine or hair spray; dry-cleaning fluid and mineral oil; acetone or amyl acetate. Soften with glycerine or hair spray, then sponge off and blot dry. If the stain remains, cover with a cloth dampened with $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an

hour, then rinse. If the stain still remains, sponge with acetone or amyl acetate until the stain is gone.

29. Margarine.

a. Washable fabric agents:

- (1) Pre-wash product; washing soda or ammonia. Spray with pre-wash product, then wash with $\frac{1}{2}$ c washing soda or ammonia added to wash cycle.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; liquid detergent and ammonia. Spray with pre-wash product, sponge off and blot dry. If the stain remains, sponge with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia, then sponge off and blot dry.

30. Mayonnaise.

a. Washable fabric agents:

- (1) Pre-wash product; washing soda or ammonia; vinegar. Spray with pre-wash product, then wash with $\frac{1}{2}$ c washing soda or ammonia added to wash cycle, and 1 c vinegar added to final rinse.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; liquid detergent, and vinegar or ammonia. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge repeatedly with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp vinegar or ammonia, then sponge off and blot dry.

31. Medicines (cough syrup, mercurochrome/merthiolate, nose drops, ointments/salves, penicillin, vitamins).

a. Washable fabric agents:

- (1) Glycerine; pre-wash product; washing soda or ammonia; alcohol; bleach. Soften the stain with warm glycerine. Spray with pre-wash product, then wash with $\frac{1}{2}$ c washing soda or ammonia added to wash cycle. If the stain remains, sponge repeatedly with alcohol, then wash. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Glycerine; pre-wash product; liquid detergent and ammonia; alcohol; bleach. Soften the stain with warm glycerine. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge repeatedly with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia, then sponge off and blot dry. If the stain still remains, bleach.

32. Mildew.

a. Washable fabric agents:

- (1) Chlorine bleach or disinfectant liquid; alcohol; bleach. If chlorine is safe for the fabric, soak for 15 minutes in a mild solution of chlorine bleach and water, then wash, or wash in hottest water safe for fabric, adding $\frac{1}{2}$ c disinfectant liquid to wash cycle. If the stain remains, sponge repeatedly with alcohol, then wash. If the stain still remains, bleach again.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Chlorine bleach or disinfectant liquid; alcohol, bleach. If chlorine is safe for fabric, sponge repeatedly with a mild solution of chlorine bleach and water, or with a mild solution of disinfectant liquid and water. Then sponge off and blot dry. If the stain remains, sponge repeatedly with alcohol, then blot dry. If stain still remains, bleach.

33. Mud.

a. Washable fabrics agents:

- (1) Enzyme product; bleach or rust remover. Let dry, then gently brush off excess mud. Soak for half an hour in water and enzyme product, then wash. If the stain remains, use bleach or a commercial rust remover made for fabrics.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Enzyme product; bleach or rust remover. Let dry, then gently brush off excess mud. Cover with a cloth dampened in water and enzyme product. Let sit for half an hour, then sponge off and blot dry. If the stain remains, use bleach or a rust remover made for fabrics.

34. Mustard.

a. Washable fabric agents:

- (1) Glycerine; washing soda and vinegar; dry-cleaning fluid and mineral oil; alcohol; bleach. Soften the stain with warm glycerine. Wash as usual with $\frac{1}{2}$ c washing soda added to wash cycle, and 1 c vinegar added to final rinse. If the stain remains, cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then wash. If the stain still remains, sponge repeatedly with alcohol, then wash. If necessary, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Glycerine; dry-cleaning fluid and mineral oil; alcohol; bleach. Soften the stain with warm glycerine. Cover with a cloth dampened with $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, sponge repeatedly with alcohol, then blot dry. If the stain still remains, bleach.

35. Oils (bath, castor, coconut, cod-liver, cooking-corn, peanut, olive, safflower, soy-linseed, lubricating).

a. Washable fabric agents:

- (1) Pre-wash product; washing soda or ammonia; vinegar; dry-cleaning fluid. Spray with pre-wash product, and wash with $\frac{1}{2}$ c washing soda or ammonia added to wash cycle, and 1 c vinegar added to final rinse. If the stain remains, sponge repeatedly with dry-cleaning fluid, then rinse and wash.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; liquid detergent and vinegar or ammonia; dry-cleaning fluid. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge repeatedly with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp vinegar or ammonia, then sponge off and blot dry. If the stain still remains, sponge repeatedly with dry-cleaning fluid, then sponge off and blot dry.

36. Paint (oil based).

a. Washable fabric agents:

- (1) Ammonia; paint thinner or dry-cleaning fluid. Sponge repeatedly with ammonia, then wash. If the stain remains, sponge repeatedly with the paint thinner recommended on paint label, or with dry-cleaning fluid, then wash.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Ammonia; paint thinner or dry-cleaning fluid. Sponge repeatedly with ammonia, then sponge off and blot dry. If the stain remains, sponge repeatedly with the paint thinner recommended on paint label, or with dry-cleaning fluid. Then sponge off and blot dry.

37. Paint (water based).

a. Washable fabric agents:

- (1) Glycerine; washing soda or ammonia; amyl acetate. Soften the stain with glycerine. Wash as usual, with $\frac{1}{2}$ c washing soda or ammonia added to wash cycle. If the stain remains, sponge with amyl acetate, then wash.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Glycerine; ammonia; amyl acetate. Soften the stain with warm glycerine. Sponge repeatedly with equal parts ammonia and water, then sponge off and blot dry. If the stain remains, sponge with amyl acetate, then sponge off and blot dry.

38. Pencil lead.

a. Washable fabric agents:

- (1) Art gum eraser; hair spray; washing soda or ammonia. Rub off with art gum eraser. If the stain remains, spray with hair spray, then wash, adding $\frac{1}{2}$ c washing soda or $\frac{1}{2}$ c ammonia to wash cycle.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Art gum eraser; hair spray; liquid detergent and ammonia; bleach. Rub off with art gum eraser. If the stain remains, spray with hair spray, then sponge off and blot dry. If the

stain still remains, sponge repeatedly with solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia, then sponge off and blot dry. If necessary, bleach.

39. Rust.

a. Washable fabric agents:

- (1) Dry-cleaning fluid and mineral oil; hydrogen peroxide and ammonia; rust remover for fabrics. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then wash. If the stain remains, sponge with hydrogen peroxide, add a few drops of ammonia and rinse as soon as the stain is bleached; or use a commercial rust remover made for fabrics, available at some fabric stores.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Dry-cleaning fluid and mineral oil; hydrogen peroxide and ammonia; rust remover for fabrics. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, sponge with hydrogen peroxide, add a few drops of ammonia, and sponge off as soon as the stain is bleached; or use a commercial rust remover made for fabrics, available at some fabric stores.

40. Salad dressing.

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda; ammonia. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda, then wash. If the stain still remains, sponge repeatedly with equal parts of ammonia and water, then wash.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or liquid detergent and ammonia; bleach. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, cover with a cloth dampened in water and enzyme product, or a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Keep damp for half an hour, then sponge off and blot dry. If necessary bleach.

41. Sauces.

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda; vinegar; bleach. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda, then wash, adding 1 c vinegar to final rinse. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or liquid detergent and vinegar; bleach. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, cover with a cloth dampened in water and enzyme product, or a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp vinegar. Keep damp for half an hour, then sponge off and blot dry. If the stain still remains, bleach.

42. Sherbet.

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda; ammonia. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda, then wash. If the stain still remains, wash with $\frac{1}{2}$ c ammonia added to wash cycle.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or liquid detergent and ammonia. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, cover with a cloth dampened in water and enzyme product, or a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Keep damp for half an hour, sponge off and blot dry.

43. Shoe polish (white).

a. Washable fabric agents:

- (1) Dry-cleaning fluid and mineral oil; amyl acetate. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then wash. If the stain remains, sponge with amyl acetate until the stain is gone, then wash.

b. Non-washable fabrics, carpet, & upholstery:

- (1) Dry-cleaning fluid and mineral oil; amyl acetate. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, sponge with amyl acetate until the stain is gone, blot dry.

44. Smoke/soot.

a. Washable fabric agents:

- (1) Pre-wash product; washing soda or ammonia; alcohol; bleach. Spray with pre-wash product, then wash, adding $\frac{1}{2}$ c washing soda or ammonia to wash cycle. If the stain remains, sponge repeatedly with alcohol, then wash. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

alcohol; bleach. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia, then sponge off and blot dry. If the stain still remains, sponge repeatedly with alcohol, then blot dry.

45. Soft drinks.

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda; vinegar. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda. Then wash adding 1 c vinegar to final rinse.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or liquid detergent and vinegar. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, cover with a cloth dampened in water and enzyme product, or a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp vinegar. Keep damp for half an hour, then sponge off and blot dry.

46. Soups (cream and vegetable).

a. Washable fabric agents:

- (1) Enzyme product or washing soda; ammonia. Soak for half an hour in water and enzyme product or washing soda, then wash, adding $\frac{1}{2}$ c ammonia to wash cycle.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Enzyme product or liquid detergent and ammonia. Cover with a cloth dampened in water and enzyme product, or with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp liquid detergent, and 1 tsp ammonia. Keep damp for half an hour, then sponge off and blot dry.

47. Soups (meat).

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda; ammonia; vinegar; bleach. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda, then wash. If the stain still remains, wash again, adding $\frac{1}{2}$ c ammonia to wash cycle, and 1 c of vinegar to final rinse. If necessary, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or liquid detergent and ammonia or vinegar; bleach. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, cover with a cloth dampened in water and enzyme product, or a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia or vinegar. Keep damp for half an hour, then sponge off and blot dry. If the stain still remains, bleach.

48. Syrup.

a. Washable fabric agents:

- (1) Pre-wash product; ammonia or washing soda. Spray with pre-wash product, then wash with $\frac{1}{2}$ c ammonia or washing soda added to wash cycle.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; liquid detergent and ammonia; bleach. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge repeatedly with a solution of $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Sponge off and blot dry. If the stain still remains, bleach.

49. Tea.

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda; alcohol; bleach. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water enzyme product or washing soda, then wash. If the stain still remains, sponge repeatedly with alcohol, then wash. If necessary, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or glycerine, liquid detergent and ammonia; alcohol; bleach. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, cover with a cloth dampened in enzyme product dissolved in water, or $\frac{1}{2}$ c water, 1 tbsp glycerine, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia. Keep damp for half an hour, then sponge off and blot dry. If the stain still remains, sponge repeatedly with alcohol, then blot dry. If necessary, bleach.

50. Tobacco.

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda; bleach. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda, then wash. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or liquid detergent and ammonia; dry-cleaning fluid. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge with a solution of water and enzyme product or $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia.

Keep damp for half an hour, then sponge off and blot dry. If the stain still remains, sponge repeatedly with dry-cleaning fluid, then sponge off and blot dry.

51. Tomatoes, tomato juice.

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda; ammonia or vinegar; bleach. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda, then rinse. If the stain still remains, sponge repeatedly with equal parts water and ammonia or vinegar, then wash. If necessary, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or liquid detergent and ammonia or vinegar; bleach. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge repeatedly with a solution of water and enzyme product, or $\frac{1}{4}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia or vinegar, then sponge off and blot dry. If the stain still remains, bleach.

52. Varnish.

a. Washable fabric agents:

- (1) Dry-cleaning fluid and mineral oil; acetone or amyl acetate; bleach. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then rinse and wash. If the stain remains, sponge repeatedly with acetone or amyl acetate until the stain is gone, then wash. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Dry-cleaning fluid and mineral oil; acetone or amyl acetate; bleach. Cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then sponge off and blot dry. If the stain remains, sponge repeatedly with acetone or amyl acetate until the stain is gone, then sponge off and blot dry. If the stain still remains, bleach.

53. Vegetables, and vegetable juice.

a. Washable fabric agents:

- (1) Pre-wash product; enzyme product or washing soda; ammonia; bleach. Spray with pre-wash product, then wash. If the stain remains, soak for half an hour in water and enzyme product or washing soda, then wash with $\frac{1}{2}$ c ammonia added to wash cycle. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Pre-wash product; enzyme product or liquid detergent and ammonia; bleach. Spray with pre-wash product, then sponge off and blot dry. If the stain remains, sponge repeatedly with a solution of water and enzyme product, or $\frac{1}{2}$ c water, $\frac{1}{2}$ tsp detergent, and 1 tsp ammonia, then sponge off and blot dry. If the stain still remains, bleach.

54. Wax.

a. Washable fabric agents:

- (1) Dry-cleaning fluid and mineral oil; bleach. Scrape off excess wax. Place the stained area between white paper towels, and iron at low temperature. Change paper, and iron again until wax is absorbed. If the stain remains, wash in hottest water possible. If the stain still remains, cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then wash. If the stain still remains, bleach.

b. Non-washable fabrics, carpet, & upholstery agents:

- (1) Dry-cleaning fluid and mineral oil; bleach. Scrape off excess wax. Place white paper towels over the stain, then iron at low temperature. Change paper, and iron again until wax is absorbed. If the stain remains, sponge with hottest water possible. If the stain still remains, cover with a cloth dampened in $\frac{1}{4}$ c dry-cleaning fluid and $1\frac{1}{2}$ tsp mineral oil. Keep damp for half an hour, then blot dry. If the stain still remains, bleach.

SAMPLE FREEZER INVENTORY

PERSON TAKING INVENTORY: _____

DATE: _____

PERSON REVIEWING INVENTORY: _____

U/I-UNIT OF ISSUE QTY-QUANTITY

POULTRY

QTY U/I

SEAFOOD

QTY U/I

Chicken, Whole Fryer

Shrimp, Cooked

Chicken, Legs & Thighs

Shrimp, Uncooked

Chicken, Breast, Boneless

Fish, Filet

Chicken, Cut up, Frying

Fish, Filet, Breaded

Chicken, Cornish Hen

Lobster, Fresh Cooked

Turkey, Whole

Scallops, Fresh Frozen

Turkey, Breast

Crabmeat, Fresh Frozen

Duck, Roasting

PORK

LAMB

Pork Chops

Lamb Chops, Loin

Pork, Roast

Lamb Chops, End-Bone

Bacon

Leg-of-Lamb

Ham Slices

Sausage, Links

Sausage, Patties

Sausage, Ground

Ham, Smoked, Butt-end

BEEF

Steak, N.Y. Strip _____

Steak, T-Bone _____

Steak, Sirloin _____

Steak, Delmonico _____

Pot Roast _____

Stew Beef _____

Beef, Ground _____

Corned Beef _____

Flank Steak _____

Roast, Standing Rib _____

Veal Chops _____

Veal Roast _____

Hot Dogs _____

Hamburger Patties _____

VEGETABLES

Green Beans _____

Green Peas _____

Snow Peas _____

Asparagus Spears _____

Broccoli Spears _____

Artichokes, Heart _____

Spinach, Leaf _____

Spinach, Chopped _____

Lima Beans _____

Corn, W/K _____

Brussel Sprouts _____

Cauliflower _____

Mixed Vegetables _____

Carrots _____

MISCELLANEOUS

Ice Cream _____

Butter, unsalted _____

Cheese, Cheddar _____

Cheese, Cream _____

Bread, Wheat _____

Butter _____

Margarine _____

Cheese, American _____

Bread, White _____

Bread, Rye _____

Rolls, Dinner

Buns, Hot Dog

English Muffins

Buns, Hamburger

SPECIAL EVENT PLANNER

MENU PLANNER

EVENT: _____ GUEST OF HONOR: _____

DATE: _____ TIME: _____ NO. OF GUESTS: _____

MENU

COCKTAILS: _____

APPETIZERS: _____

WINE(S): _____

BREAD: _____

BUTTER: _____

SOUP: _____

SALAD: _____

ENTREE: _____

STARCH: _____

VEGETABLE: _____

DESSERT: _____

COFFEE/TEA/OTHER BEVERAGE: _____

CORDIALS: _____

SPECIAL EVENT PLANNER

COST REPORT

EVENT: _____

DATE: _____ TIME: _____ NO. OF GUESTS: _____

GUEST LIST:

1.	_____	2.	_____	3.	_____
4.	_____	5.	_____	6.	_____
7.	_____	8.	_____	9.	_____
10.	_____	11.	_____	12.	_____
13.	_____	14.	_____	15.	_____
16.	_____	17.	_____	18.	_____
19.	_____	20.	_____	21.	_____
22.	_____	23.	_____	24.	_____
25.	_____	26.	_____	27.	_____
28.	_____	29.	_____	30.	_____

MENU:

	ITEM NAME	TOTAL COST	COST PER PERSON
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____
9.	_____	_____	_____
10.	_____	_____	_____
11.	_____	_____	_____
12.	_____	_____	_____

GRAND TOTAL: _____

PRICE PER PERSON: _____

ADDITIONAL GUESTS AND/OR MENU ITEMS: _____

SHOPPING LIST

MEATS

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

DAIRY

[illegible]

GROCERIES

This image shows a single sheet of white paper with horizontal black ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slightly textured appearance and some minor discoloration or shadows, particularly towards the bottom edge.

FROZEN FOODS

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

BAKERY

[illegible]

PRODUCE

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be from a notebook or a standard sheet of stationery. There is no handwriting or other markings on the page.

PRE-PREPARATION LIST

PROJECT

DATE | ESTABLISH DATE, TIME AND NUMBER OF GUESTS _____

_____ | PLAN MENU _____

_____ | MAKE SHOPPING LIST _____

_____ | START ICE MAKING _____

_____ | IRON TABLECLOTHS AND NAPKINS _____

_____ | START S. E. P. _____

_____ | CHECK GROUNDS _____

_____ | WRITE UP MENU FOR CARDS _____

_____ | PLACE CARDS FINISHED _____

_____ | CHECK BEVERAGES _____

_____ | CHILL CHAMPAGNE IN REFRIGERATOR _____

PRE-PREPARATION LIST

PROJECT

DATE _____

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. A vertical dashed line runs down the left side, creating a margin. The paper appears to be from a notebook or a standard sheet of stationery. There are no markings, text, or drawings on the page.

EVENT DAY LIST

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

EVENT DAY LIST

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

CHECK OFF LIST

TABLE: SILVER

DINNER KNIFE.....
 LUNCHEON KNIFE.....
 TEASPOON.....
 SOUP SPOON.....
 DESSERT SPOON.....
 COCKTAIL FORK.....
 SALAD FORK
 DINNER FORK.....
 DESSERT FORK.....
 BUTTER KNIFE.....
 OTHER.....

CHINA/CRYSTAL:

DINNER PLATE.....
 SALAD PLATE.....
 BREAD/BUTTER PLATE.....
 SOUP BOWL.....
 LINER.....
 DESSERT PLATE.....
 APPETIZER PLATE.....
 COFFEE CUP.....
 COFFEE SAUCER.....
 WATER GLASS.....
 WINE GLASS.....
 CARAFE.....
 OTHER.....

TABLE:

TABLECLOTH.....
 NAPKINS.....
 MENU CARDS.....
 NAME CARDS.....
 CENTERPIECE.....
 CANDLES.....
 SALT & PEPPER SHAKER.....
 CREAM & SUGAR.....
 SWEET-N-LOW.....
 MATCHES.....
 DINNER MUSIC.....
 OTHER.....

BAR:

ASH TRAY(S).....
 HIGHBALL.....
 WATER.....
 RED WINE.....
 WHITE WINE.....
 FLUTES.....
 ICE.....
 ICE BUCKET & TONGS...
 NAPKINS.....
 STIRRERS.....
 LEMONS & LIMES.....
 CUTTING BOARD.....
 KNIFE.....
 SHOT GLASS.....
 SERVING TRAY.....
 APPETIZER TRAY.....
 NAPKINS FOR APPT.....
 COFFEE MAKER.....

MISCELLANEOUS:

GUEST BOOK/PEN.....
 FLOWERS.....
 DECORATIONS.....

AFTER:

CORDIALS.....
 GLASSES.....
 TRAY.....
 NAPKINS.....
 MINTS.....
 SHOT GLASS.....

UNIFORMS IRONED:

FLAG OFFICERS.....
 FLAG QTRS MGR.....

PLATE/BUFFET PRESENTATION

[illegible]

OFFICIAL FUNCTION LIQUOR INVENTORY

DATE: _____

ITEM	# CASE/BOTTLE/CONTAINER	UNIT COST	TOTAL COST
GIN	-----	_____	_____
VODKA	-----	_____	_____
RUM, LIGHT	-----	_____	_____
RUM, DARK	-----	_____	_____
SCOTCH	-----	_____	_____
BOURBON	-----	_____	_____
WHISKEY	-----	_____	_____
WINE, DRY WHITE	-----	_____	_____
ROSE	-----	_____	_____
BLUSH CHABLIS	-----	_____	_____
CABERNET SAUVIGNON	-----	_____	_____
SEVEN-UP	-----	_____	_____
GINGER-ALE	-----	_____	_____
CLUB SODA	-----	_____	_____
TONIC WATER	-----	_____	_____
COLA	-----	_____	_____
SELTZER WATER	-----	_____	_____
BEER, LIGHT	-----	_____	_____
BEER, REGULAR	-----	_____	_____

EXPENDITURES

FOOD ITEMS

AMOUNT

1. CHECK NO. _____	PAID TO: _____	AMT: _____
2. CHECK NO. _____	PAID TO: _____	AMT: _____
3. CHECK NO. _____	PAID TO: _____	AMT: _____
4. CHECK NO. _____	PAID TO: _____	AMT: _____
5. CASH PURCHASE:	PAID TO: _____	AMT: _____
6. CASH PURCHASE:	PAID TO: _____	AMT: _____
7. CASH PURCHASE:	PAID TO: _____	AMT: _____
8. CASH PURCHASE:	PAID TO: _____	AMT: _____

SUB-TOTAL:

AMT: _____

BEVERAGES:

1. USED FROM OFFICIAL INVENTORY (NOT INCLUDED IN SUB-TOTAL)		AMT: _____
2. CHECK NO.: _____	PAID TO: _____	AMT: _____
3. CASH PURCHASE:	PAID TO: _____	AMT: _____

SUB-TOTAL:

AMT: _____

FLOWERS:

1. CHECK NO. _____	PAID TO: _____	AMT: _____
2. CHECK NO. _____	PAID TO: _____	AMT: _____
3. CASH PURCHASE:	PAID TO: _____	AMT: _____
4. CASH PURCHASE:	PAID TO: _____	AMT: _____

SUB-TOTAL:

AMT: _____

MISCELLANEOUS:

1. CHECK NO. _____ PAID TO: _____ AMT: _____
2. CHECK NO. _____ PAID TO: _____ AMT: _____
3. CASH PURCHASE: PAID TO: _____ AMT: _____
4. CASH PURCHASE: PAID TO: _____ AMT: _____

SUB-TOTAL

AMT: _____

(ADD ALL SUB-TOTALS)

AMT: _____

TOTAL COST OF OFFICIAL FUNCTION:

AMT: _____

*****COMMISSARY AND/OR STORE PURCHASES*****

*****ITEMIZED LIST*****

[illegible]

PAGE TOTAL: _____

LEDGER OF EXPENSES

[illegible]

WEEKLY DUTIES SCHEDULE

KITCHEN/PANTRY/UTILITY ROOM	S	M	T	W	T	F	S
REFRIGERATOR							
clean inside/out							
check leftovers							
STOVE/HOOD							
clean with all purpose cleaner							
OVEN							
clean with all purpose cleaner							
(if not self cleaning)							
CABINETS							
clean with a mild detergent							
COUNTERTOPS							
clean with all-purpose cleaner							
DISHWASHER							
unload and clean							
SINK							
clean with all-purpose cleaner							
TABLE/CHAIRS							
clean and dust							
CUPBOARD (kitchen)							
clean and dust							
UTILITY ROOM							
clean freezer(s)							
clean refrigerator(s)							
clean washer (soap film)							
clean dryer (lint trap)							
clean set tub							
WOODWORK							
wash with a mild detergent							
FLOORS-KITCHEN							
sweep							
wash							
wax (if necessary)							
PANTRY							
sweep							
clean and dust							
wash							
wax (if necessary)							

LIVING ROOM	S	M	T	W	T	F	S
WOODWORK							
clean with a mild detergent							
FURNITURE							
dust							
wax							
UPHOLSTERED FURNITURE							
vacuum							
CARPET							
spot clean							
vacuum							
WINDOWS							
wash with window cleaner							
WINDOWSILL							
dust							
DRAPERY/CURTAINS/SHEERS							
vacuum-(upholstry attachment)							
BRASS							
polish							
SILVER							
polish							
ALL TRASH RECEPTACLES							
empty							
NEWSPAPER/TRASH							
remove							
FIREPLACE							
clean & replace firewood							

DINING ROOM	S	M	T	W	T	F	S
TABLE							
dust							
polish/wax							
CHAIRS							
dust							
vacuum for crumbs							
CHANDELIER							
clean							
check light bulbs							
CHINA CABINET/ADDITIONAL FURNITURE							
dust							
CARPET							
spot clean							
vacuum							
WINDOWS							
wash							
windowsills - dust							
WOODWORK							
wash with a mild detergent							
DRAPERY/CURTAINS/SHEERS							
vacuum (upholstery attachment)							

BATHROOMS/GUEST BATHROOMS	S	M	T	W	T	F	S
TOILET BOWL							
clean/flush							
SINK							
clean							
VANITY							
clean							
BATH TUB(S)/SHOWER(S)							
clean							
SHOWER CURTAIN(S)							
clean using a mild detergent							
FLOOR/CARPET							
sweep/vacuum							
REPLACE/REPLENISH							
toilet paper							
tissue paper							
MIRROR							
clean/polish							
WINDOWS							
wash							
dust							
CURTAINS							
vacuum (using attachment)							

BEDROOMS/GUEST	S	M	T	W	T	F	S
make-up beds							
wash sheets							
FURNITURE							
dust/polish							
CARPET							
vacuum							
HARD WOOD FLOORS							
clean using a mild detergent							
WINDOWS/SILLS							
wash							
dust							
CURTAINS/DRAPERY/SHEERS							
vacuum using attachment							
WOODWORK							
clean using a mild detergent							
CLOSETS							
check for cleanliness							
MIRRORS							
clean/polish							
ALL TRASH CANS							
empty							

MISCELLANEOUS	S	M	T	W	T	F	S
CARPETED AREAS VACUUM							
den							
hallways							
WATER PLANTS							
inside							
outside							
INSTALL FLAG							
GARAGE - sweep							
DRY CLEANING							
pickup							
drop off							
FURNACE FILTER							
wash							
replace							
GARAGE - sweep							
BBO GRILL - check and clean							
CARPETED AREAS VACUUM							
den							
OUTSIDE MAINTENANCE	S	M	T	W	T	F	S
LAWN							
mow							
edge							
rake							
water							
FLOWER BEDS							
weed							
HEDGES							
trim							
WALKWAYS							
edge							
sweep							
PATIOS							
sweep							
hose off							
OTHER							
OTHER							
OTHER							
OTHER							
OTHER							
OTHER							

SERVING A MEAL AND SPECIAL FUNCTIONS

A. CLASSIFICATIONS OF ENTERTAINING. The following are the two general classifications of entertaining:

1. Informal.

a. There may be no flag quarters manager(s), therefore no one is serving the table. The host and hostess may serve two or three courses, either by serving or buffet style.

b. The table setting may be simple depending on the occasion.

2. Formal.

a. There is full service at the table with no assistance from the host and hostess. The servers will normally serve four or five courses.

b. The table setting is very elaborate depending on the occasion.

B. SERVING UTENSILS. Be selective in choosing the most appropriate items for the meal served. If a buffet is provided, and the guests are serving themselves from both sides, each entree should have two serving utensils. This will keep the guests moving and not make them wait. The following is a list of recommended serving utensils:

1. Serving utensils.

a. A salad serving fork and spoon are very nice to have in the silver pattern. They may also be used for casseroles and larger dishes of vegetables or desserts.

b. A meat carving knife set for slicing and serving large roasts, hams, and poultry. A steak knife set for smaller roasts as well as for steaks is also recommended.

c. Sugar tongs are recommended for sugar cubes when serving coffee.

C. SERVE THE MEAL.

1. Formal and informal.

a. Place one plate at a time in front of guest(s).

b. NEVER reach in front of a guest.

c. Two servers may work as a team in removing used plates.

- d. Plan strategy in advance so that service can run smoothly.
 - e. The server may carry two plates at a time (one in each hand).
 - f. Always serve each guest to their left using the left hand. Place the first plate to the left of the guest, step back, then switch the second plate to the left hand (away from the shoulder of a guest to avoid any chance of a spill or food item leaving the plate) from the right hand and serve the next guest to their left.
2. Removal of plates. Plates are ALWAYS removed from the right, unless otherwise directed.
- a. Remove the plates after each course, when ALL guests have finished eating.
 - b. With the approval of the host/hostess, plates may be removed at very large dinners or banquets after each guest has finished eating.
 - c. To speed service, servers may remove two plates at a time.
 - d. Remove the first plate by using the right hand. Remove the plate from the right of the guest, switch first plate to the left hand and pick up the next guest plate using the right hand to pick up from the right of that guest.
3. Serving dishes and platters.
- a. Offer the dish or platter to the left of the guest with the left hand (right hand held close at side or slightly behind back).
 - b. The dish should rest on a folded napkin placed on the flat of the server's hand.
 - c. If the dish or platter is too heavy for one hand, it may be held with both hands.
 - d. Do not grasp the dish by its rim.
 - e. Serving dishes or platters are not to be placed on the table during formal meals.
4. Order of removal from the table.
- a. Formal.
 - (1) 1st: plates with silverware

- (2) 2nd: butter plates
- (3) 3rd: pepper
- (4) 4th: salt
- (5) 5th: crumbs
- (6) Water glasses remain on the table throughout the meal.

b. Informal.

- (1) 1st: plates with silverware
- (2) 2nd: butter plates
- (3) 3rd: serving dishes and platter (if on table)
- (4) 4th: pepper
- (5) 5th: salt
- (6) 6th: bread tray (if on table)
- (7) 7th: crumbs

5. Order of service.

a. One server for 6 to 8 guests.

- (1) First, serve the guest to the right of the host.
- (2) Continue counterclockwise around the table.
- (3) Continue serving around the table, with (host/hostess) served last depending on who is hosting the occasion.

b. Two servers for 10 to 16 guests.

- (1) First server, start with the guest to the right of the host.
- (2) Second server, start with the guest to the right of the hostess.

c. Three servers for 18 to 22 guests

- (1) The first server goes to the guest to the right of the host, then continues counterclockwise.
- (2) The second server starts where the first server leaves off.

- (3) The third server takes up where the second server leaves off.

d. Multiple servers should finish serving the last diner at approximately the same time. In the event of an uneven number of guests (nine to seventeen) and one or two guests have not yet been served, it should be predetermined which servers will serve the remaining guest(s).

6. Sequence of the courses.

a. Course.

Accompanying Wine*

- | | |
|--|----------------|
| (1) Shrimp cocktail, oysters
or clams on the half shell | White Burgundy |
| (2) Soup (usually clear) | Sherry |
| (3) Fish, hot or cold | White Rhine |
| (4) Main course of meat and
vegetables | Claret |
| (5) Main course of game and
vegetables | Burgundy |
| (6) Salad | no new wine |
| (7) Dessert
(ice cream, sherbet, etc.) | Champagne |
| (8) Fresh fruit
(pears, grapes, etc.) | Champagne |

b. Types of courses.

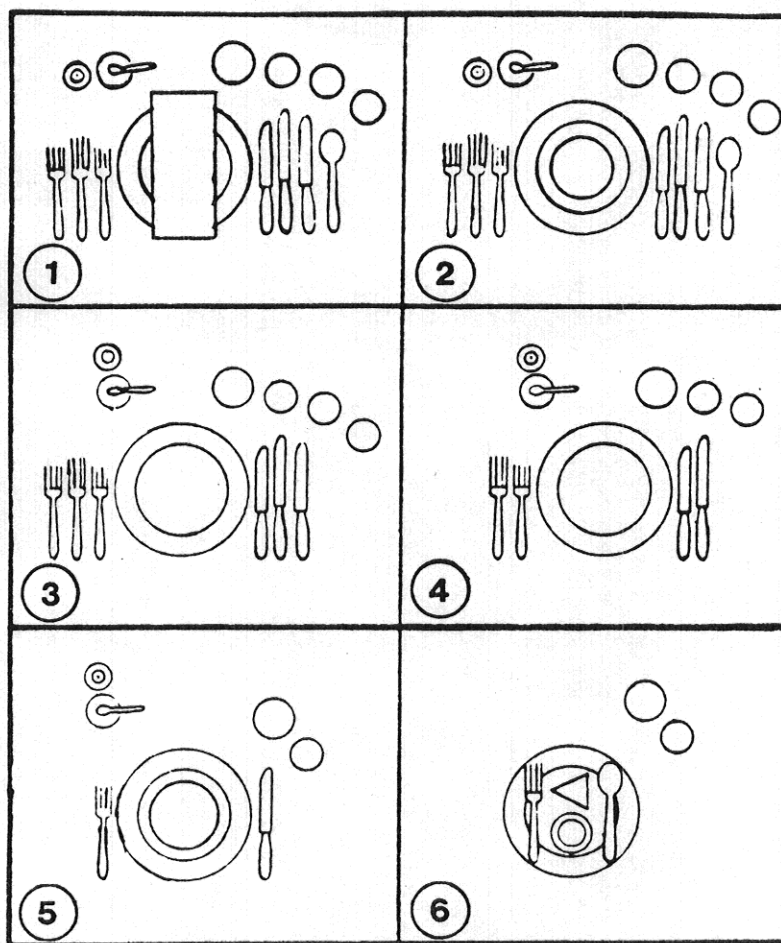
- (1) A five-course dinner could be: soup, fish, main course, salad, and dessert.
- (2) A four-course dinner could be: soup, main course, salad, dessert.
- (3) A three-course dinner could be: soup, main course, dessert.
- (4) Serve rolls before and throughout dinner.
- (5) If mints are offered, serve them after the final course.
- (6) Serve liqueurs, but not at the dining table.

*Red, white, blush, pale, or rust depending on the main meat entree.

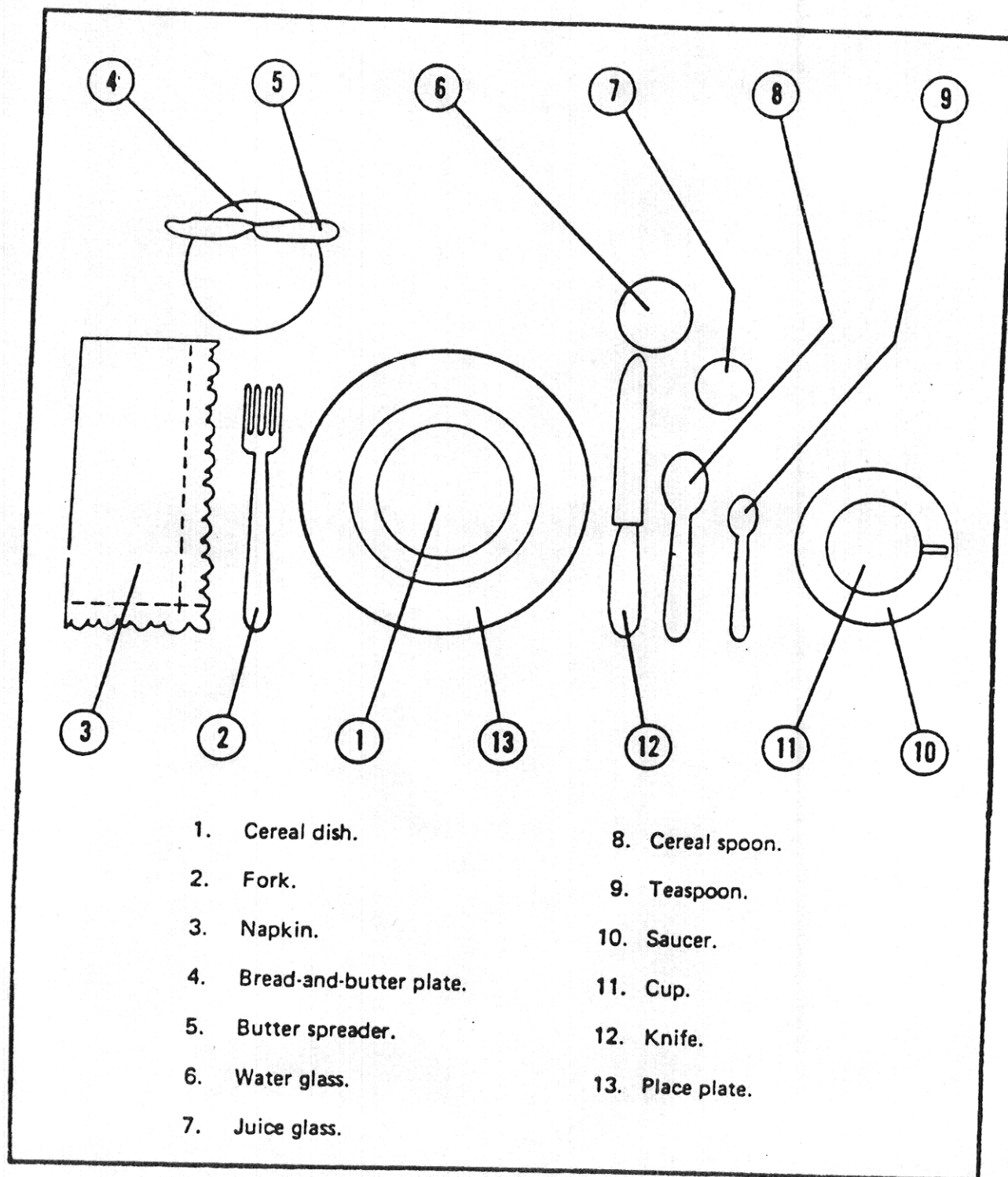
TABLE SETTINGS

The BASIC RULE in setting any table, formal or informal, is to avoid crowding. There should be at least 24 inches of table space for each person. Everything on the table must balance. Place the centerpiece in the middle of the table, and balance the other decorations around it (UNLESS the table is against a wall). For a BUFFET when space is necessary, place the buffet table against the wall, and place the centerpiece closer to the wall.

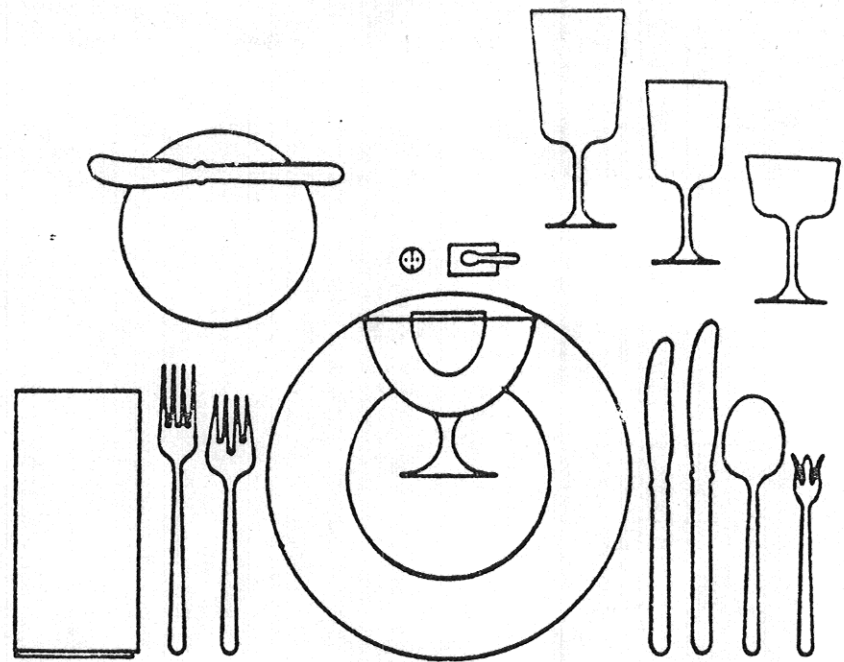
FORMAL MEAL SERVICE.



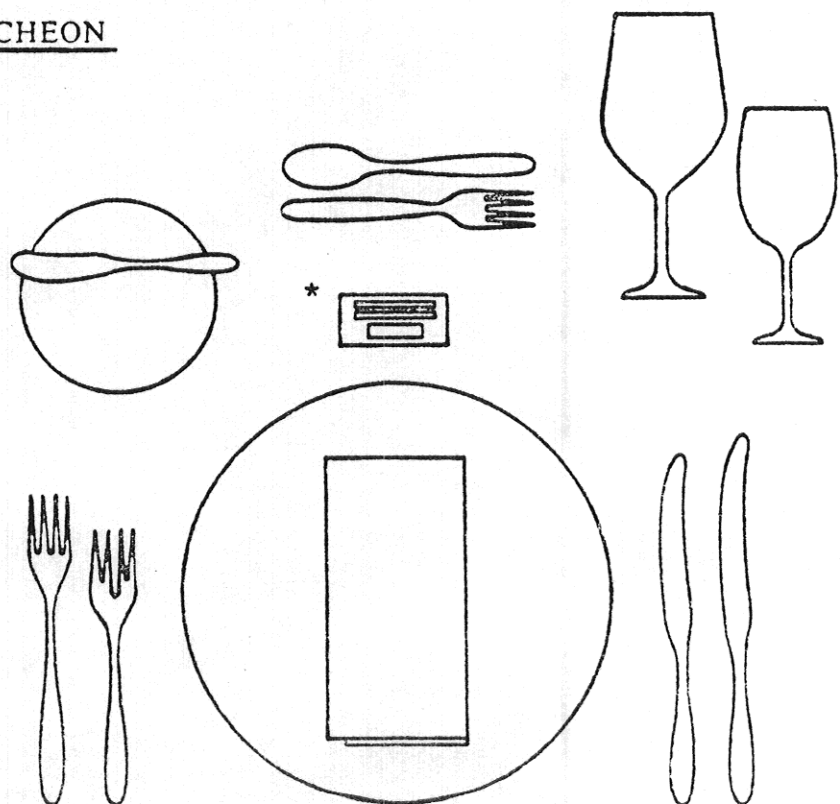
- (1) Complete place setting: Dinner is served.
- (2) Soup course: Rimmed soup plate is placed on service plate.
- (3) Fish course: Fish plate has been exchanged for soup and service plates.
- (4) Meat course: Meat plate has been exchanged for the fish plate and wine glass.
- (5) Salad course: Salad fork and knife are placed.
- (6) Dessert course: Table has been cleared; dessert plate, fork and spoon are placed.



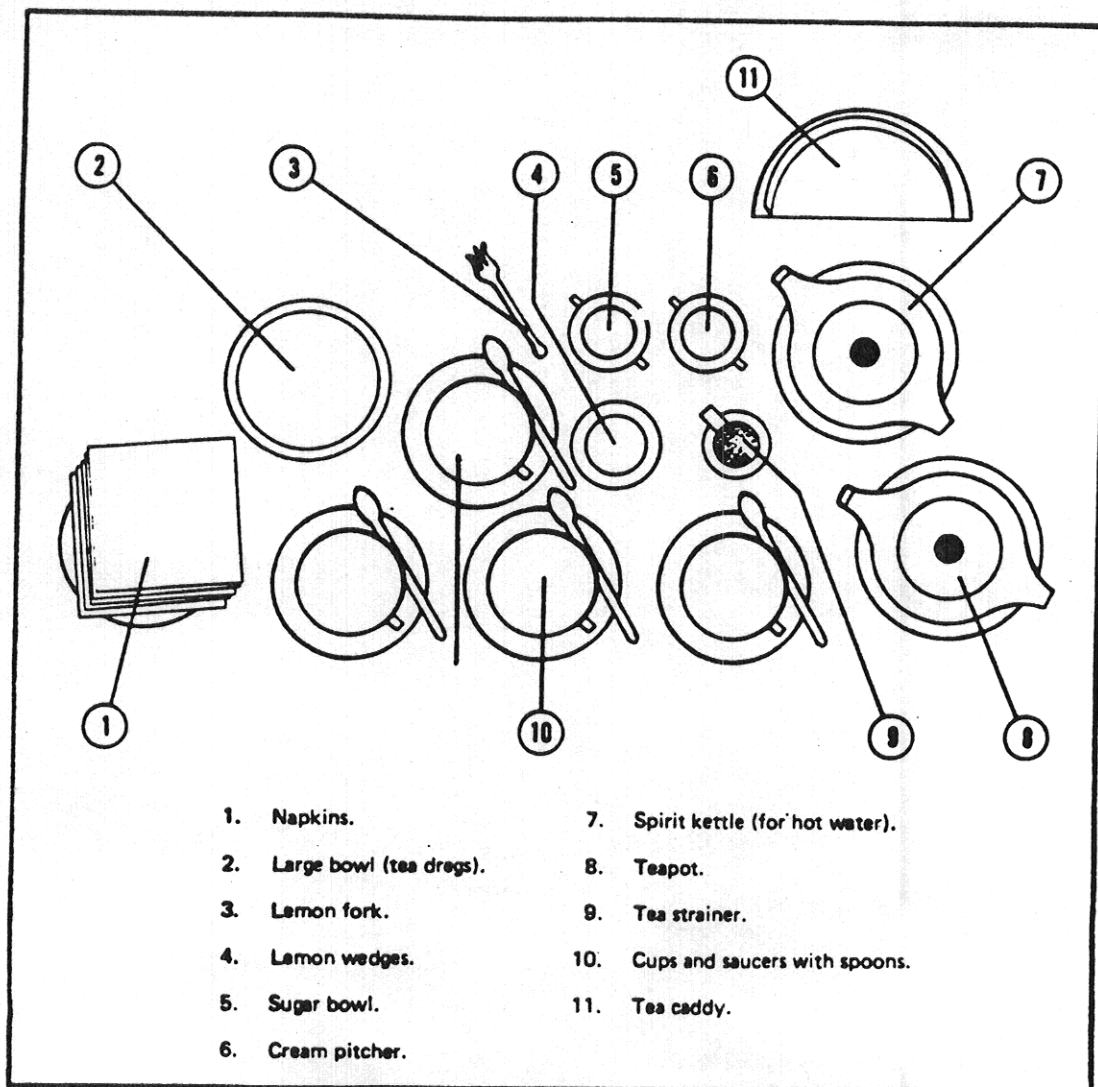
Individual table setting for an informal breakfast.

FORMAL DINNERS

Place arrangement for a formal dinner.

INFORMAL DINNER or LUNCHEON

Dessert silver placed above the plate at informal dinner or luncheon, continental fashion. *Cigarette trays are optional.



Tea tray

TABLE DECORATIONS

A. CONSIDERATIONS FOR CENTERPIECES AND TABLE DECORATIONS.

Centerpieces and table decorations should blend with the decoration of the room, type of occasion, linens, plates, and serving platters being used. If a centerpiece of flowers is being used for a dinner (formal or informal), it is not appropriate for the flowers to block a guest's view of another guest, or to deter guests' conversation. If a spring luncheon is being served, yellow or white flowers would be appropriate. If an ice carving is used, the base can be decorated with fresh fruit, cut flowers, or colored shaved ice. (Three foot high ice carvings melt at approximately one inch per hour, depending on the air temperature). The following recommendations are provided:

1. Breakfast. A simple arrangement of fresh cut or artificial flowers, fruits, vegetables, or a combination of these in attractive containers (bowls, baskets, wood holders, pewter, glass, or pottery) provides a relaxing atmosphere.
 - a. Small figurines suited for the occasion.
 - b. Small live potted plants.
2. Luncheon or Dinner.
 - a. Balloons to fit the occasion (Informal)
 - b. A small bowl or cup of artistically arranged live plants and/or flowers, or assorted candies.
 - c. Ice carvings suited for the occasion for the dinner meal only.
3. Formal Dinner.
 - a. A candelabra with candles (15 to 18 inches high).
 - b. Ornaments or table decorations that blend with the table setting.
 - c. A centerpiece of a china, silver, porcelain bowl, or tureen filled with flowers; flanked by silver candelabra placed midway down each table. Both sides must look the same.

4. Afternoon Tea.
 - a. One candelabra is appropriate.
 - b. Arrange flowers in a bowl or vase.
5. Buffet.
 - a. Fresh cut flowers, fruits, or vegetables placed in a bowl, vase, or basket.
 - b. Attractive ornaments or an ice carving.
 - c. A candelabra with lighted candles for an evening occasion. If candles are chilled for several days before use they will drip less and burn longer.

TABLE LINENS/COVERINGS

- A. TABLE LINENS AND COVERINGS: Table linens are a very special part of table settings. Although linen and lace placemats may be used, an elaborate tablecloth is recommended to be used for formal dinners. Before setting the table for both formal and informal dinners, make sure that a silence pad is in place and flush to the edge of the table before you spread the tablecloth. The silence pad is used for all occasions to prevent noise from tableware being placed on the table, to protect the tabletop, and to improve the appearance of the tablecloth. Spread the tablecloth over the table with the crease running down the center of the table. Smooth the cloth and be sure it hangs evenly below all edges of the table. A drop of approximately eight inches is preferable, but check with the flag officer or spouse for the preference and style that fits the occasion.
1. Traditional formal dinner linens and table coverings.
 - a. Table coverings vary for different occasions, settings, and locations. As a standard, the following is often used:
 - (1) A white or ivory colored damask tablecloth.
 - (2) Modern white or pastel colored cloth of damask, lace linen, or polyester.
 - b. Napkins, as a rule, must be of the same material as the linen or tablecloth. Napkins for a formal dinner should be 22 inches square. When placemats are used, they should be large enough to accommodate one place setting.
 2. For other informal occasions, consider the following:
 - a. Breakfast, Dinner or luncheon.
 - (1) Use linen or damask tablecloths, lace placemats, and napkins. Sheer tablecloths of voile, organdy, and lace can also be used. Napkins for luncheons and informal dinners are recommended to be 14 to 16 inches square.
 - (2) Attractive table runners suited for the occasion are also recommended.

b. Buffet.

- (1) White or a colored cotton tablecloth maybe used. Matching table mats and napkins are appropriate, but cocktail napkins may be used. Cocktail napkins can be of cloth or paper.

3. Napkin folding and placements.

a. The most convenient way to display a napkin is by folding the opposite corners together to form a triangle and placing it on the plate. Several ways to fold napkins for informal dinners are as follows:

- (1) Napkins are folded into a square, then folded in half again.
- (2) Napkins for buffets are folded into triangles or rectangles and placed near the stacks of plates.
- (3) Napkins may be placed in folded rectangles on the buffet table with silver for each guest laid on each napkin.
- (4) Napkins for informal breakfasts, luncheons, and teas are usually placed to the left of the forks. The open edges may be placed toward the plate, towards the table edge, or towards the left.
- (5) Napkins are customarily placed one inch from the edge of the table on a line with the table settings.

MENUS

INFORMAL MEALS. Informal meals must be well-planned. Menus should suit the occasion and should appeal to the appetites of the diners.

BREAKFAST. The daily family breakfast or a breakfast arranged to entertain guests should be a pleasant way to start the day. On the morning of an official guest's departure, the continental breakfast is recommended to be served. The breakfast should include good hot coffee and good hot bread. Various items on the menu are fresh fruit, fruit juice, eggs, and a light breakfast meat. All breakfast menus should include margarine, real butter, and a special jam, jelly, or preserve. The following are suggested menus for an informal breakfast.

MENU 1

Chilled Cantaloupe
Waffles, Maple Syrup
Coffee, Tea

MENU 2

Chilled Fruit Juice
Dry Cereal w/Milk
Poached Egg
Toast, Jam
Coffee, Tea

MENU 3

Chilled Sliced Peaches w/Cream
Eggs Benedict
English Muffins w/Marmalade
Coffee, Tea

MENU 4

Chilled Fruit Juice
Hot Oatmeal
Spanish Omelet
Toast, Jam
Coffee, Tea

MENU 5

Chilled Fruit Juice
Coffee Cake
Preserves, Butter
Coffee, Tea

LUNCHEON. The menu for a luncheon should include light and delicious foods. An informal luncheon may consist of two or three courses. A two-course luncheon usually consists of the main course and a dessert, while a three-course luncheon consists of an appetizer, a main course, and a dessert. A dry sherry may be served before the luncheon; a chilled white wine should be served throughout the meal. Confirm with the host or hostess before serving wine during a luncheon. Tea or coffee may be served as a luncheon beverage. Iced tea and other iced beverages are recommended in hot weather. Hot coffee should be served after a luncheon in the same manner as after dinner coffee. The following are suggested menus for an informal luncheon:

MENU 1

Chicken a la King in Toast Cups
Gingerbread w/Whipped Cream
Iced Tea, Coffee

MENU 2

Tomato Juice
Crabmeat Imperial Casserole
Baby Parkerhouse Rolls
Lemon Meringue Pie
Iced Tea, Coffee

MENU 3

Tossed Green Salad
Broiled Chicken Breasts
Green Peas w/Pearl Onions
Corn Sticks
Chocolate Chiffon Pie
Iced Tea, Coffee

MENU 4

Cream of Asparagus Soup
Chilled Smithfield Ham Slices
Chilled Turkey Breast Slices
Tomato and Lettuce Wedges
w/Thousand Island Dressing
Pear-Crumble Pie
Iced Tea, Coffee

MENU 5

Tomato Juice
Avocados Stuffed w/Crabmeat Salad
Vegetable Relishes
Baby Parkerhouse Rolls
Sugar Cookies
Iced Tea, Iced Coffee

AFTERNOON TEA. An afternoon "tea" is not a meal but rather a pleasant "get-together" between two regular meals to meet a house guest or special person. The menu should consists of simple, light food(s). Hot tea with fresh lemon wedges is always the main beverage for an afternoon tea, but coffee and fruit punch may also be provided. A tea is usually held in the dining room, with the table covered with a lace or elaborate cloth. On a particularly warm day, iced tea may be substituted for hot coffee. The following are suggested menus for informal teas:

MENU 1

Thin Cinnamon Fingers
Assorted Cookies
Coffee, Tea, Fruit Punch

MENU 2

Assorted Danish Pastry
Fruit Cake
Salted Mixed Nuts
Coffee, Tea

MENU 3

Assorted Tea Sandwiches
Assorted Cookies
Salted Mixed Nuts
Coffee, Tea

MENU 4

Assorted Tea Sandwiches
Fruit Cake
Salted Mixed Nuts
Coffee, Tea

MENU 5

Light Tea Sandwiches
Fancy Tea Cakes
Shaped Ice Cream Mold
Assorted Mints
Coffee, Tea, Fruit Punch

DINNER. An informal dinner should be a simple but delicious meal consisting of a two or three-course menu. The host or hostess may wish to serve the table. Food may be passed or served "family style." The menu should be planned around the meat or protein dish. The two-course menu consists of a main course and a dessert or a main course and savory delicacy. The three-course menu consists of an appetizer or a soup, a main course and dessert, or a main course, a salad, and a dessert. The host may pour coffee while the hostess serves the dessert. Usually, cocktails are served before dinner, and at least one wine is served with the dinner. Iced tea or other iced beverages may be served with an informal dinner, and hot coffee should be served after the dinner. The following are suggested menus for an informal dinner:

MENU 1

Spaghetti and Meat Balls
w/Parmesan Cheese
Deep Dish Apple Pie
Coffee, Tea

MENU 2

Meat Loaf w/Mushroom Sauce
Mixed Green Salad
Buttered French Bread
Chocolate Layer Cake
Iced Tea, Coffee

MENU 3

Baked Stuffed Veal Breast
Broiled Chicken Breasts
Green Peas w/Pearl Onions
Corn Sticks
Chocolate Chiffon Pie
Coffee, Tea

MENU 4

Shrimp Cocktail
Roast Stuffed Turkey
w/Giblet Gravy
Mashed Potatoes
Buttered Green Peas
Chilled Cranberry Sauce
Stuffed Celery Sticks
Cloverleaf Rolls
Orange Sherbet
Coffee, Tea

MENU 5

Crab Louis Cocktail
Bouillon w/Croutons
Cornish Game Hen w/Wild Rice
Baby Carrots
Asparagus Tip Salad
Butter Flake Rolls
Lemon Meringue Tarts
Coffee, Tea

FORMAL MEALS. A well planned menu is a primary requirement for a formal meal. Since most formal meals are served at noon or later, the menu must consist of gourmet items suitable for the occasion. Menus for formal meals vary according to the kind of meal.

FORMAL TEA OR HIGH TEA.

MENU 1

Cocktails
Hot Canapes
Salted Mixed Nuts
Petits Fours
Coffee, Tea

MENU 2

Cocktails
Hot Canapes
Danish Pastries
French Bon Bons
Coffee, Tea

MENU 3

Cocktails
Assorted Hors d'oeuvres
Salted Mixed Nuts
Petits Fours
Coffee, Tea

MENU 4

Cocktails
Ham Slices in Bacon Biscuits
Salted Mixed Nuts
After Dinner Mints
Fruit Cake
Petits Fours
Coffee, Tea

MENU 5

Cocktails
Hot Canapes
Assorted Tea Sandwiches
Salted Mixed Nuts
After Dinner Mints
Individual Lemon-cream Tarts
Assorted Tea Cakes
Coffee, Tea, Fruit Punch

FORMAL LUNCHEON.

MENU 1

Lobster Pernod Flambé
Ham en Croute
Pecot Potatoes
Fonds D'Artichauts
Small Parkerhouse Rolls
Grand Marnier Pudding
Coffee, Tea

MENU 2

Eggs Presidential
Fillets of Sole Noisette
Broiled Squab on Toast
Potatoes Anna
Hearts of Romaine
Roquefort Dressing
Cheese Sticks
Peach Mousse
Lady Fingers
Coffee, Tea

MENU 3

Medallions of Lobster Bordelaise
Chicken in Sweet Vermouth
Tagliarini Casserole
Green Beans Almondine
Crescent Rolls
Fresh Orange Mousse
Coffee, Tea

MENU 4

Sole Normade
Supreme of Chicken
w/Mustard Crumbs
Stuffed French Pancake Rolls
Onions w/Marrons Bechamel
Lemon Mousse
Coffee, Tea

MENU 5

Trout in Tomato Aspic
Poussin Brazilia
Duchesse Potatoes
Broccoli Tips Parmesan
Small Parkerhouse Rolls
Strawberry Marlow
Coffee, Tea

FORMAL DINNER.

MENU 1

Smoked Salmon Mousse w/Cucumber Sauce
Roast Stuffed Quail
Gnocchi Romana w/Bechamel Sauce
Peas Paysanne
Parkerhouse Rolls
Coffee, Tea

MENU 2

Beef and Burgundy Consommé
Filet Mignon au Chateau
Potatoes Anna
Broccoli Spears Mozzarella
Butter Flake Rolls
Pineapple and Cherries Flambé
Coffee, Tea

MENU 3

Cold Avocado Soup w/Caviar
Filet Mignon Normade
Galette of Potatoes
Lima Beans Amandine
Garden Spring Salad
Parkerhouse Rolls
Coffee, Tea

MENU 4

Chilled Vichyssoise
Wine Poached Fillet of Sole
Mushroom Bercy Sauce
Cornish Game Hen
w/Wild Rice
Baby Carrots in Sherry Sauce
Buttered Broccoli
Jellied Cranberry Salad
Crepes Suzette
Parkerhouse Rolls
Coffee, Tea

MENU 5

Chilled Consommé w/Caviar
Bread Sticks
Baked Trout w/Julienne Potatoes
Roast Leg of Lamb
Broiled Peach Half w/Mint Jelly
Asparagus w/Hollandaise Sauce
Potato and Carrot Ovals Baked in Butter
Tossed Garden Salad
Parkerhouse Rolls
Cherries Jubilee
Coffee, Tea

BUFFETS. A buffet meal is a favorite form of serving a large number of guests in a small space with or without help. Guests serve themselves and eat at designated locations throughout the house. Foods may also be passed during the buffet. When arranging a buffet for the family, immediate relatives, or close friends, plan a simple menu.

Sample Menu

Braised Beef a la mode Parisienne
 Seafood Newburg
 Buttered Steamed Asparagus
 Rice Pilaf
 Mixed Green Salad w/Assorted Dressings
 Hot Dinner Rolls
 Lemon Sherbet
 Coffee, Tea

ELABORATE MENU FOR SPECIAL GUESTS. When arranging a buffet for special guests or a special occasion, plan a more elaborate menu.

Sample Menu

Beef Tenderloin Wellington
 Coq au vin Champenois
 Stuffed Shrimp w/Tartar Sauce
 Potatoes Suzette
 Lima Beans Soirestiere
 Tomatoes Provencale
 Caesar Salad
 Banana Flambé
 Hot Dinner Rolls
 Coffee, Tea

LIGHT MENU FOR LADIES. When arranging a buffet for a group of ladies, plan a light, low-calorie menu.

Sample Menu

Breast of Chicken Kiev
 Crab Stuffed Avocado
 Salmon Mousse en Bellevue
 Waldorf Salad Mandarin
 Fresh Vegetable Tray
 Lime Sherbet w/Cookies
 Coffee, Tea

HEAVY MENU FOR MEN.Sample Menu

Roast Prime Rib of Beef Au Jus
w/Yorkshire Pudding
Chicken Marengo
Baked Stuffed Fillet of Flounder
Franconia Potatoes
String Beans New Orleans
Tossed Garden Greens w/Assorted Dressings
Hot Dinner Rolls
Cherries Jubilee, Pie, or Shortcake

SUMMER EVENING BUFFET OR RECEPTION. When arranging a summer evening buffet or reception, the menu should include a variety of cold sliced meats. If the buffet or reception is held indoors, to avoid spills on carpets and guests, avoid foods dripping with a thin sauce or dip.

Sample Menu

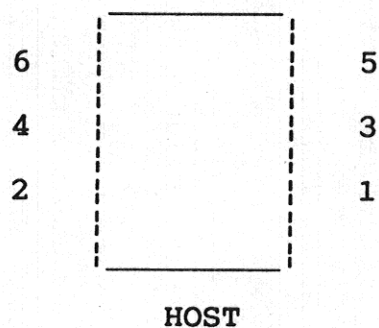
Baked Honey-Sugar Cured Ham
Sliced Turkey Breast
Sliced Roast Beef
Assorted Sliced Cheeses
Glazed Sweet Potatoes
Cooked Beans w/Red Onion Ring, Vinegar and Oil Dressing
Pickled Beets
Assorted Breads
Ice Cream w/Cookies or Cake
Coffee, Iced Tea

NOTE: The menus listed above are only examples. Always check with the host/hostess before constructing and determining final menu items.

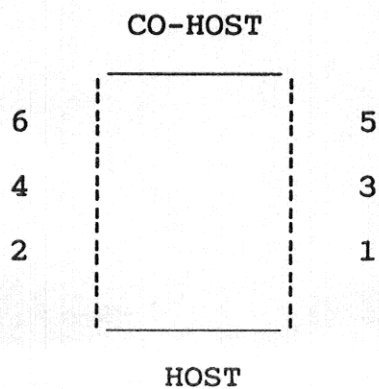
SEATING PLANS AND PRECEDENCE

PLAN 1

Seating arrangement for All Military

PLAN 2

Seating arrangement for All Military and Cohost



PLAN 3

Seating arrangement with host and hostess
seated at the head and foot of the table

	HOSTESS		
MAN	1	2	MAN
WOMAN	3	4	WOMAN
MAN	5	6	MAN
WOMAN	6	5	WOMAN
MAN	4	3	MAN
WOMAN	2	1	WOMAN
	HOST		

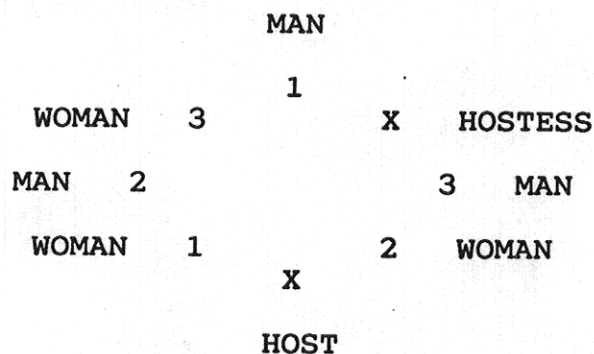
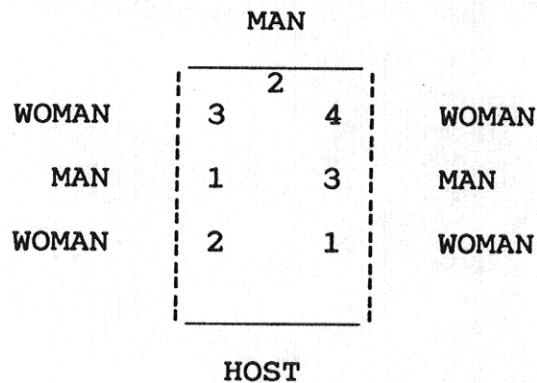
PLAN 4

Seating arrangement for couples seated apart
using the rule of 4

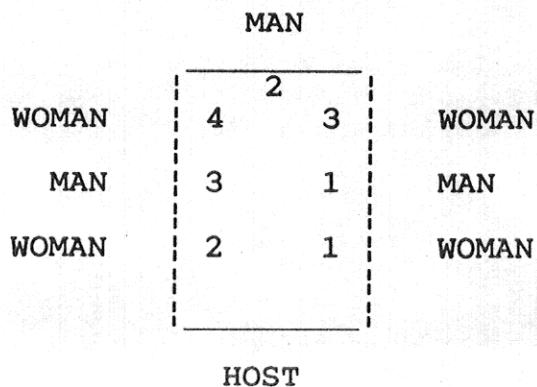
	MAN		
	1		
WOMAN	4		HOSTESS
MAN	5	2	MAN
WOMAN	3	5	WOMAN
MAN	4	3	MAN
WOMAN	2	1	WOMAN
	HOST		

PLAN 5

Round table arrangement for four couples

PLAN 6No co-host: married couples with extra woman
rule of fourPLAN 7

No co-host: not all married couples, rule of four



PLAN 8

Head table arrangement with a host and co-host

	16	13	
	12	9	
	8	5	
	4	1	
CO-HOST	X	X	HOST
	2	3	
	6	7	
	10	11	
	14	15	

PLAN 9

Head table arrangement with a single host

	13	
12		11
10		9
8		7
6		5
4		3
2		1

HOST

PLAN 10

The customary banquet table

5	
3	
1	RANKING GUEST
X	HOST OR CHAIRMAN
2	SECOND RANKING GUEST
4	TOASTMASTER
6	

PLAN 11

Seating example of distinguished guests

7	CG FLAG OFFICER
5	U.S. REPRESENTATIVE TO THE U.N.
3	CIVIC LEADER
1	EX-PRESIDENT
X	HOST
2	FOREIGN AMBASSADOR
4	RED CROSS OFFICIAL
6	MEMBER OF CONGRESS
8	PROTESTANT BISHOP

PRECEDENCE OF RANK ORDER

VIP
CODE

- 1 -President of the United States
- Heads of State/Reigning Royalty
- 2 -Vice President of the United States
- Governors in their own state
- Speaker of the House
- Chief Justice of the Supreme Court
- Former President of the United States
- US Ambassadors when at post
- Secretary General, United Nations
- Ambassadors of Foreign Powers
- Widows of former Presidents
- Ministers/Envoys of Foreign Powers
- Associate Justices, Supreme Court
- Retired Chief Justice, Supreme Court
- Retired Associate Justices, Supreme Court
- The Cabinet:
 - Secretary of the Treasury
 - Secretary of Defense
 - Attorney General
 - Secretary of the Interior
 - Secretary of Agriculture
 - Secretary of Commerce
 - Secretary of Labor
 - Secretary of Health and Human Services
 - Secretary of Housing and Urban Development
 - Secretary of Transportation
 - Secretary of Energy
 - Secretary of Education .
 - Secretary of Veteran Affairs
- Chief of Staff to the President
- US Representative to the United Nations
- Director, Office of Management & Budget
- Chairman, Council of Economic Advisors
- US Trade Representative
- President Pro Tempore of the Senate
- United States Senators (by seniority of Senate service;
alphabetically when equal)
- Governors when not in their own state (by date of entry or
alphabetically)
- Acting Heads of Cabinet Level Departments
- Former Vice Presidents of the United States
- Members of the House of Representatives (by seniority of House
service; alphabetically when equal)
- Delegates to the House of Representatives from the District of
Columbia, Guam, US Virgin Islands, Puerto Rico, American Samoa
- Assistant to the President and Counsel to the President
- Charges d'Affaires of Foreign Powers

- Former Secretaries of State
- Deputy Secretaries and Under Secretaries (when Deputy Secretary equivalent) of the Executive Departments (the No. 2 position)
- Solicitor General
- Administrator, Agency for International Development
- Director, Arms Control and Disarmament Agency
- Director, US Information Agency
- Under Secretaries of the Executive Departments (No. 3 position)
- US Ambassador at Large
- Under Secretary of Defense for Acquisition (for acquisition matters only-see primary position below)
- Secretary of the Army
- Secretary of the Navy
- Secretary of the Air Force
- Director, Office of Science & Technology Policy
- Chairman, Board of Governors, Federal Reserve System
- Chairman, Council on Environmental Quality
- Chairman, Joint Chiefs of Staff
- Under Secretary of Defense for Acquisition
- Under Secretary of Defense for Policy
- Retired Chairman, Joint Chiefs of Staff
- Vice Chairman, Joint Chiefs of Staff
- Retired Vice Chairman, Joint Chief of Staff
- Chief of Staff of the Army and the Air Force; Chief of Naval Operations; Commandant of the Marine Corps; Commandant of the Coast Guard (by date of appointment)
- Retired Service Chiefs
- Generals of the Army and Air Force; Fleet Admirals (5-star rank)
- Retired Generals of the Army and Air Force; Fleet Admirals (5-star rank)
- Deputy Under Secretary of Defense, Acquisition
- Secretary General, Organization of American States
- Representatives to the Organization of American States
- Foreign Non-Accredited Persons of Ambassador Rank
- Heads of International Organizations (NATO, etc.)
- Director, Central Intelligence Agency
- Administrator, General Services Administration
- Administrator, National Aeronautics and Space Administration
- Chairman, Merit Systems Protection Board
- Director, Office of Personnel Management
- Administrator, Federal Aviation Administration
- Chairman, Nuclear Regulatory Commission
- Director, Peace Corps
- Director of Action
- US Ambassadors on Official Visits in the District of Columbia
- Chief of Protocol, Department of State
- US Ambassadors on Official Visits in the US but outside the District of Columbia
- Administrator, Environmental Protection Agency
- Deputy Assistants to the President
- Judges, US Court of Appeals, Federal District
- Judges, US Court of Appeals, D.C. District
- Cardinals

- Deputy Under Secretaries of the Executive Departments
- Deputy Administrator, AID
- Deputy Director, Arms Control and Disarmament Agency
- US Charges d'Affaires
- Director, Advanced Research and Projects Agency
- Assistant Secretaries of the Executive Departments, General Counsels, Inspector Generals (by date of appointment); Director, DoD Operational Test & Evaluation; DoD Comptroller
- Administrator, National Oceanographic and Atmospheric Administration
- Deputy Directors of the CIA, GSA, USIS, NASA, OPM, Peace Corps, Action
- Assistant Administrator, AID
- Comptroller General of the United States
- Special Assistants to the President
- Judges, Court of Military Appeals
- Members, Council of Economic Advisors
- Active or Designate Ambassadors and Ministers of Career Rank when in the US
- Archbishop
- Mayor of the District of Columbia
- Under Secretaries of the Army, Navy, Air Force
- *-Commanders-in-Chief, Unified and Specified Commands (by date of Appointment)
- *-Retired Commanders-in-Chief, Unified and Specified Commands (4-star rank)
- Vice Chiefs of Staff of the Army and Air Force; Vice Chief of Naval Operations; Vice Commandant of the Marine Corps; Vice Commandant of the Coast Guard (by date of appointment)
- Assistant Secretaries of the Services (by date of appointment within each Service); Service General Counsels
- Generals and Admirals (4-star rank)
- Retired Generals and Admirals (4-star rank)
- Director, Selective Service System
- Special Assistant to the Secretary and Deputy Secretary of Defense
- Executive Assistant to the Secretary of Defense
- Executive Assistant to the Deputy Secretary of Defense
- Assistants to the Secretary of Defense
- Director, Administrator & Management, OSD
- Executive Secretary, Office of the Secretary of Defense
- 4 -Directors, DLA, DMA, NSA, DCA, and other Department of Defense Agencies
- Deputy Under Secretaries of Defense (by date of appointment); Deputy Director, Advanced Research and Projects Agency; Director, Net Assessment
- Administrative Assistants of the Army, Navy, and Air Force
- Lieutenant Generals and Vice Admirals (3-star rank)
- Retired Lieutenant Generals and Vice Admirals (3-star rank)
- Members of the Defense Science Board
- Chairman, American Red Cross
- Principal Deputy Assistant Secretaries of Defense; Principal Deputy General Counsel (by date of appointment)
- Former US Ambassadors/Ministers to Foreign Powers
- Deputy US Trade Representative

- Civilian Aides to the Secretary of the Army
- Heads of Independent Agencies; Director of FBI; Mayors
- Treasurer of the United States
- Director of the Mint
- Chairman, Federal Communications Commission
- Director, Bureau of Standards
- Librarian of Congress
- Board of Governors, Federal Reserve System
- Chairman, District of Columbia Council
- Commissioner, US Customs Service
- Commissioner, Internal Revenue Service
- Principal Deputy Assistant Secretaries of the Services; Principal Deputy General Counsels (by date of appointment within each Service)
- Deputy Assistant Secretaries of Defense; Deputy General Counsel; DoD (by date of appointment); Advisor to the Deputy Secretary of Defense for NATO Affairs; Secretary of Defense Representatives to NST/START; Assistant DoD Inspector General
- Deputy Under Secretaries of the Services (by date of appointment within each service)
- Deputy Chief of Protocol, Department of State
- Counselors of Embassies
- Consuls General of Foreign Powers (Legations)
- SES level 4; GS-18
- 5 -Major Generals & Rear Admirals (upper half)
- Retired Major Generals & Rear Admirals (upper half)
- Surgeon General of the U.S.
- Deputy Assistant Service Secretaries; Deputy General Counsels (by date of appointment within each Service)
- Department of Defense Historian
- Assistant Under Secretaries of Defense
- SES level 5; GS-17
- 6 -Brigadier Generals & Rear Admirals (lower half)
- Retired Brigadier Generals & Rear Admirals (lower half)
- U. S. Consuls General
- Assistant Chiefs of Protocol, Department of State
- Secretary of the Senate
- Doorkeeper of the House
- Chaplain of the Senate
- Assistant Deputy Under Secretaries of Defense and Principal Directors
- SES level 6; GS-16
- 7 -Colonels, (Marines, Air Force, Army), Captains (USN, USCG), GS-15; US Consuls; FO/FP-1
- GS-14
- Lieutenant Colonels, Commanders, GS-13; FO/FP-2
- GS-12
- Majors, Lieutenant Commanders; FO/FP-3
- GS-11
- Captains (Marines, Air Force, Army), Lieutenant (USN, USCG), GS-10; Vice Consuls; FO/FP-4
- First Lieutenants, Lieutenants Junior Grade, GS-9; FO/FP-5
- GS-8
- Second Lieutenants, Ensigns, GS-7; FO/FP-6

- Warrant Officers (by grade)
- Sergeant Major of the Army, Master Chief Petty Officer of the Navy, Sergeant Major of the Marine Corps, Chief Master Sergeant of the Air Force, (by date of appointment)
- Master Chief Petty Officer of the Coast Guard
- Command Sergeant Majors, Sergeants Major, Master Chief Petty Officers, Chief Master Sergeants, Master Gunnery Sergeants
- Other Noncommissioned Officers by Rank

*Army Commanders-in-Chief at Joint/DoD events. Within the Army, however, these officers are ranked with other 4-star Army general officers by date of rank.

SERVICE PRECEDENCE

United States Army
 United States Marine Corps
 United States Navy
 United States Air Force
 United States Coast Guard

Cadets, U. S. Military Academy
 Midshipman, U. S. Naval Academy
 Cadets, U. S. Air Force Academy
 Cadets, U. S. Coast Guard Academy
 Midshipman, U. S. Merchant Marine Academy

Army National Guard
 Army Reserve
 Marine Corps Reserve
 Naval Reserve
 Air National Guard
 Air Force Reserve
 Coast Guard Reserve

NOTE: When part of the Department of Defense, Coast Guard elements take precedence immediately after like elements of the Navy.

TEN QUALITY RULES FOR A SUCCESSFUL FLAG QUARTERS MANAGER

1. Be discreet. You are the keeper of the flag officers privacy and security. Do not repeat anything you hear or see that would embarrass or compromise the flag officer. Do not gossip. Respect the family's privacy.
2. Be immaculate in your personal grooming standards, kitchen equipment, and the "quarters" in general.
3. Keep good accounts. Maintain accurate inventories, accounts you are expected to keep, records of parties, and the work needed or performed on the quarters.
4. Stay cheerful. A pleasant smile and greeting for visitors at the door, at the table, or on the phone, set a pleasing "tone" for the household.
5. Be frugal with funds. Plan portions and shopping to avoid waste and spoilage. Watch for good buys. Utilize leftovers creatively. Be miserly for the Coast Guard by saving water and electricity when possible.
6. Consult and ask questions from the flag officer and flag officer spouse when unsure of anything. Do not assume you know how the flag officer lives or how something should be performed until it has been discussed thoroughly and you understand clearly.
7. Stay cool and flexible. Most crisis have a solution, as long as you are trying.
8. Be at all times honest. Tell the flag officer or the flag officer's spouse when accidents happen. Do not eat any of the flag officer's food, use their equipment, or make personal phone calls without receiving permission. Be brave about saying when a job is too hard or you do not know how.
9. Look for what needs to be done. This is your duty station, and you are the officer-in-charge of how it appears to the world. See paragraph 6 of this section.
10. Take pleasure in what you are doing. You are a major factor in the flag officer's morale and how the public will view his quarters and hospitality. You represent the Coast Guard in a very special way, were selected, and trained for it. Be proud of yourself and your flag officer.

DEFINITIONS

1. **Special Command Quarters.** Quarters for flag officers who the Secretary of Transportation designates as having public relations responsibilities requiring them to represent the interests of the United States by officially entertaining high-ranking foreign or U.S. dignitaries of government, the military, business, science, or academia. Enclosure (2) lists the Coast Guard's five Special Command Quarters.
2. **Flag Quarters.** Quarters COMDT(G-WP) designates for occupancy by flag rank officers. Enclosure (2) lists the Coast Guard's 11 Flag Quarters. The Coast Guard also uses one set of U. S. Navy Flag Quarters for JIATF East.
3. **Command Quarters.** Quarters COMDT(G-WP) specifically designates for occupancy by commanding officers (O-6) of major shore installations with representational requirements. Enclosure (2) lists the Coast Guard's Command Quarters.
4. **Official Entertainment Area.** This is an area in a set of Special Command Quarters which includes the entrance foyer, living room(s), dining room, guest bedroom(s), stairways, and hallways interconnecting these areas only. Enclosed porches, dens, libraries, family rooms, upstairs hallways (unless there is no bathroom available for guests to use on the first floor), and other areas of the quarters are not considered part of the official entertainment area.
5. **Furnishings.** Furniture, carpeting, draperies, household equipment, and items listed in enclosure (5). "Furnishings" do not include such household items as radios, audio equipment, televisions, VCRs, vacuum cleaners, bed linens, towels, table linens, silverware, or china. Enclosure (6) lists additional allowances for Special Command Quarters.
6. **Minor Maintenance.** AFC-30-funded repairs or maintenance of any existing part of the quarters where costs do not exceed \$3K per project. The facilities maintenance support command complete short-term maintenance plans to support these projects each fiscal year.
7. **Major Maintenance.** AFC-43- or AC&I-funded repairs or maintenance of any existing part of the quarters where costs are \$3K or more per project. The facilities maintenance support command support these projects through SSMR and incorporate these long-term maintenance plans into the Flag Quarters Master Plan.
8. **Improvements.** Alterations, conversions, modernizations, additions, expansions, and extensions costing \$3K or more per year to enhance rather than repair a facility or system.

9. PLANS.

Short-term Maintenance Plans.

minor maintenance projects (less than \$3K each)
an AFC-30 expense plan to ensure the local budget manager
programs AFC-30 funds
completed each FY
prepared by the Facilities Maintenance Support Staff

Long-term Maintenance Plans.

major maintenance projects (greater than \$3K each)
an AFC-43 expense plan supported by SSMRs submitted to
the servicing CEU for prioritization and funding
should be anticipated well in advance and incorporated
into the Flag Quarters Master Plan, resulting in the
generation of SSMRs

Annual Spending Plans.

prepared by the command, listed in enclosure (3),
responsible for managing and AFC-30 funding support
based on the funding support provided in response to the
annual, short-term maintenance plan budget request

Flag Quarters Master Plans.

originated and updated annually by the command, listed in
enclosure (3), responsible for managing and AFC-30
funding support

prepared with assistance of the Facilities Maintenance
Staff and AHA listed in enclosure (3)

COAST GUARD SPECIAL COMMAND, FLAG, AND COMMAND QUARTERS

Special Command Quarters (05)

(Positions Designated by Secretary of Transportation)

Commandant

Vice Commandant

Commander, Atlantic Area & Fifth Coast Guard District

Commander, Pacific Area & Eleventh Coast Guard District

Superintendent, Coast Guard Academy

Flag Quarters (11)

(Designated by COMDT(G-WP))

Chief of Staff

Commander, MLC Atlantic

Commander, MLC Pacific

Commander, First Coast Guard District

Commander, Seventh Coast Guard District

Commander, Eighth Coast Guard District

Commander, Ninth Coast Guard District

Commander, Thirteenth Coast Guard District

Commander, Fourteenth Coast Guard District

Commander, Seventeenth Coast Guard District

Commander, Joint Interagency Task Force West

JIATF East: Though occupied by a CG Flag Officer, these quarters are part of USN inventory. For all intents and purposes, the CG comanages these quarters as Flag Quarters.

Command Quarters (07)

(Positions Designated by COMDT(G-WP))

Commander, Greater Antilles Section

Commanding Officer, Air Station Cape Cod

Commanding Officer, Activities New York

Commanding Officer, Integrated Support Command Kodiak

Commanding Officer, Reserve Training Center Yorktown

Commanding Officer, Training Center Cape May

Commanding Officer, Training Center Petaluma

SUPPORT COMMANDS FOR SPECIAL COMMAND, FLAG, AND COMMAND QUARTERS

<u>QUARTERS</u>	<u>AHA OVERSIGHT</u>	<u>MANAGEMENT and AFC-30 FUNDING</u>	<u>FACILITIES MAINTENANCE</u>
<u>SPECIAL COMMAND QUARTERS</u>			
G-C	HSC	HSC	HSC (Contract)
G-CV	HSC	HSC	HSC (Contract)
ATLANTIC AREA / D5	ISC Portsmouth	D5	ISC Portsmouth
PACIFIC AREA / D11	ISC Alameda	D11	ISC Alameda
ACADEMY	Academy	Academy	Academy
 <u>FLAG QUARTERS</u>			
G-CCS	HSC	HSC	HSC (Contract)
MLCLANT	ISC Portsmouth	D5	ISC Portsmouth
MLCPAC	ISC Alameda	D11	ISC Alameda
CCGD1	ISC Boston	D1	ISC (Contract)
CCGD7	ISC Miami	ISC Miami	ISC Miami
CCGD8	ISC New Orleans	D8	ISC New Orleans
CCGD9	ISC Cleveland	D9	ISC (Contract)
CCGD13	ISC Seattle	D13	ISC Seattle
CCGD14	ISC Honolulu	D14	ISC Honolulu
CCGD17	ISC Ketchikan	D17	ISC (Contract)
JIATF East	U.S. Navy	USN & MLCLANT	U.S. Navy
JIATF West	ISC Alameda	D11	ISC Alameda
 <u>COMMAND QUARTERS</u>			
GANTSEC	ISC Miami	GANTSEC	Base San Juan
AIRSTA CAPE COD	ISC Boston	AIRSTA Cape Cod	AIRSTA Cape Cod
ISC KODIAK	ISC Kodiak	ISC Kodiak	ISC Kodiak
ACT NEW YORK	ISC Boston	ACT NY	ACT NY
TRACEN CAPE MAY	TRACEN Cape May	TRACEN Cape May	TRACEN Cape May
RESTRACEN YORKTOWN	RTC Yorktown	RTC Yorktown	RTC Yorktown
TRACEN PETALUMA	TRACEN Petaluma	TRACEN Petaluma	TRACEN Petaluma

DATE REVISED: _____

(EXAMPLE)

FLAG QUARTERS MASTER PLAN

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(EXAMPLE)

FLAG QUARTERS MASTER PLAN

I INTRODUCTION:

These quarters, designated as Flag Quarters by COMDTINST 11103.1(series), serve as living accommodations for the District Commander and, as required, Government-furnished quarters for visitors on official business. This Master Plan examines these facilities and furnishings physical adequacy and identifies future necessary repairs, modifications, improvements and replacements within a five-year planning horizon.

II LOCATION:

8620 N.E. 26th Place
Rebazar, Washington 98004
(Include See Figure II-1, Vicinity Map)

III HISTORY:

(Provide brief narrative describing quarters history as far back as possible; provide year any past and current Flag Quarters were acquired or excessed. Describe any pertinent rationale to change or upgrade Flag Quarters.)

Until 1972, the Thirteenth District owned no Flag Quarters and leased accommodations for the District Commander. From 1972 to 1983 the District Commander lived in the converted stationkeeper's quarters at Alki Point Light Station, Seattle, WA. This house is 75 years old, cannot be altered substantially because of historic property limitations, and is functionally unsuitable as Flag Quarters. In 1983 the present house was purchased on the market as the replacement Flag Quarters.

IV EXISTING SITE PLAN: See Figure II-2

V FUNCTIONAL CRITERIA.

(Include all of Section V, paragraphs 1-3.)

1. The references in Appendix A prescribe selecting and sizing Flag Quarters. The house and its surroundings must include: adequate parking not limited by the neighborhood surrounding the site; easy access; an architectural style that will not limit future rehabilitation nor require expensive maintenance; a two- or three-car garage; and secure executive location.
2. Reference (a) designates District Commanders' quarters are as Flag Quarters. Reference (b) controls size. (References are listed in Appendix A.)

- V 2. (cont'd) The maximum net square foot standard is 2,310 sq ft, except where ownership of a larger set of quarters predates this standard.

3. These rooms comprise the quarters:

Entry Foyer
Living Room
Dining Room
Breakfast Nook
Kitchen
Study
Lavatory
Closets and Halls
Master Bedroom
Master Dressing Room
Master Bathroom
Guest Bedroom
Guest Bathroom
Third Bedroom
Hall Bathroom
Enclosed Lanai/Porch
Family Room
Two-Car Garage

VI DESCRIPTION OF PRESENT RESOURCES:

1. Property:

- a. Lot Size - 0.45 acres

- b. Property Description:
(Include legal description from County property survey.)

Lot 5, Woodside Estates, according to the Plat recorded in Volume 79 of Plats, pages 73-78, in Tarz County, WA; said plat being a portion of the SW quarter of Section 19, Township 25 North, Range 5 East, Anami Meridian.

2. Architecture:
(Describe construction style and primary features. Include full set of interior and exterior photographs.)

Single-level rambler plus garage with study.

- a. Structure - Concrete foundation, post and beam construction.
b. Siding - Vertical cedar, with accent bevel cedar.
c. Roof - Cedar shake.

- VI 2. d. Insulation - Floor (none), Wall (R-11) consisting of batts, Ceiling (R-30) consisting of batts and blown-in insulation.
- e. Windows - Insulated, double-pane in baths and entry, single panes all other windows. Anodized aluminum frame at all windows. Flat, plate acrylic skylight in the kitchen.
- f. Doors - Paneled wood doors, interior and exterior.
3. Installed Systems:
(Describe heating, cooling, fire detection, security, etc.)
- a. Heating: Two gas-fired, forced-air furnaces with electronic ignition and automatic flue dampers. Gas-log fireplaces are installed in the living room and family room.
- b. Fire Detection: Low-voltage ionization and heat detectors hard-wired to control panel in wall and ceiling. Heat detectors are 135-degree, rate-of-rise type.
- c. Security Alarm: Infrared detectors throughout, except garage and study. Changeable keyless code operation, display and annunciator module with built-in sounding device, arming fire alarm status lamps, and exterior siren.
- d. Door opener: Automatic garage door opener.
4. Utility Services:
(List providers and describe any pertinent service.)
- a. Electric power: [POWER COMPANY NAME & ADDRESS]
Ampere service 220/120v, 200'
underground feed to house
- b. Natural Gas: [GAS COMPANY NAME & ADDRESS]
3/4-inch metered service
extension twin with 2626
& 2610 88th Ave. N.E.
- c. Water: [WATER COMPANY NAME & ADDRESS]
One-inch metered service
- d. Sewer: [SEWER COMPANY NAME & ADDRESS]
Four-inch unmetered service
- e. Solid Waste: [DISPOSAL COMPANY NAME & ADDRESS]
Weekly pickup
- f. Telephone: [TELEPHONE COMPANY NAME & ADDRESS]
Two-pair cable service
- VI 5. Site Improvement:
(Describe any documented site improvements made since acquisition, including month and year)

- VI
5. a. Driveway - Concrete, includes turnaround area at garage.
 - b. Walkways - Exposed-aggregate concrete and brick pavers.
 - c. Fence - Vertical Western red cedar extending along the north and east property boundaries only.
 - d. Yard Sprinkler System - Underground, plastic pipe with upright, fixed heads.
 - e. Yard Lighting - Landscape lighting on short posts along the driveway and at the front entrance.
 - f. Landscaping - Original plantings; mainly indigenous shrubs and trees.
6. Government-Furnished Equipment:
(Include all appliances and dates acquired or installed.)
 - a. Dishwasher - 6/86
 - b. Freezer - 3/83
 - c. Garbage Disposal - Before 1973
 - d. Ice Maker - 3/83 (w/refrigerator)
 - e. Range - 5/76
 - f. Refrigerator - 3/83
 7. Furnishings:
(Append list of all Government-owned furnishings (by set if purchased as a set), including purchase and/or installation date, to Appendix H. Also list artifacts, art, silverware, china service, and table linens as appropriate. Refer to the Flag Quarters Property List for itemized inventory.)

VII PROPERTY ASSESSMENT AND ANALYSIS:

1. Land:
(Describe the topography of the lot and adjacent land. Comment on adequacy of size and privacy. Note any actual or potential problems associated with the lot.)

The property is large enough to support the functional requirements of Flag Quarters. No additional property is available contiguous to the existing; the neighborhood is completely developed. The residence sits in a pocket with higher ground to

- VII 1. (cont'd) the north and east. An underground spring in the hill to the east side of the property near the turnaround area in front of the garage flows beneath the driveway and downhill under the house's crawl space. An interceptor drain system was installed in the crawl space in 1983; however, the stream remains a potential hazard to the structure's foundation. (See Property Survey, Appendix G.)

2. Facilities:

a. Architecture:

(Assess the adequacy and condition of the architectural features. Note any rehabilitation work or modifications made. Discuss any actual or potential problems with foundations, roofing, etc., including scheduled major maintenance or replacement.)

Constructed in 1970, the structure is sound, and the house has been well maintained in the interim. Major repairs and upgrades were completed in 1983 after the Coast Guard purchased the property. Until the interceptor drainage system was installed, the stream caused water ponding in the crawl space under the house. Check this area periodically to ensure the system works properly.

b. Utilities:

(Comment on adequacy or potential problems associated with all utilities.)

The residential utility service is sufficient for the Flag Quarters.

c. Space:

(Include dimensions of all interior spaces except vertical chases, stairways, landings, utility room and laundry rooms. Discuss adequacy of layout, past modifications, or future modifications that may be required.)

- VII 2. c. The original layout of the house (see floor plan, Appendix F) was retained after the Coast Guard purchased the property, except the breakfast nook. In 1983, the dining room and kitchen were modified to create the breakfast nook. The general layout is adequate for required official purposes.

Interior Dimensions in Net Square Feet (NSF):

Entry Foyer	118
Living Room	360
Dining Room	185
Breakfast Nook	57
Kitchen	203
Study	150
Lavatory	41
Closets and Halls	210
Master Bedroom	247
Master Dressing Area	90
Master Bathroom	55
Guest Bedroom	175
Guest Bathroom	47
Third Bedroom	157
Hall Bathroom	45
Enclosed Lanai/Porch	180
Family Room	335
Total	2,419 NSF

d. Installed Systems:

(Describe existing systems; discuss age, adequacy, past significant repairs (if known), and projected replacement time frame.)

- (1) Heating: The installed systems are sufficiently sized for the house and equipped with energy-efficient operators. No additional work is required at this time. The system requires routine, preventive, annual maintenance. The furnaces were installed in 1976.
- (2) Fire Detection: The system was installed in 1983 after the Coast Guard acquired the residence. It is in good condition. We contracted with Howard and Fine Electrical Company to install hard-wired smoke detectors with battery backup in FY94 to comply with COMDT(G-SEC) directives.
- (3) Security System: The coverage of entrances to the residence is complete except for the garage and office. The Keystone Security Agency under contract

VII 2. d. (3) (cont'd) to ISC Seattle monitors the system. Alarms sound at the Keaton County Police Department, which responds to the Flag Quarters. No contacts are installed on the windows. No detection is available at the property's driveway entrance, nor is there a closed-circuit television monitoring system.

e. Site Improvements:

(Describe all site improvements; discuss adequacy of existing features and any needed improvements.)

- (1) Driveway: Though generally in good condition, the driveway has some cracks near the garage. It is wide enough for access; however, there is no off-street parking at the driveway margins. Parking is on-street, a minimum one-half block away from the quarters. There is no drop-off and turnaround area on the property; guests are forced to walk some distance in inclement weather. Landscaping encroaches along the right side. Lighting is adequate in the immediate garage area. The stream continuously drains across the driveway near the cul-de-sac entrance.
- (2) Walkways: The driveway is the main walkway to the house. A four-foot-wide walk extends from the drive to the front lanai; its lighting needs improvement. Brick paved walkways extend from the lanai to the front entry area. No improved walkways or steps exist in the landscaped areas at the front of the house or along the driveway. The exposed-aggregate and brick surfaces are in good condition.
- (3) Fence: Fencing is installed on the north and east property lines. On the west side only a low retaining wall and landscaped boundary separate the adjoining properties. The cedar fencing is in good condition, having been repaired in 1985. No repairs are indicated for the near future.
- (4) Yard Sprinkler System: The underground, automatic system was installed in 1983 after the Coast Guard purchased the property. The system requires annual maintenance including winterizing and adjusting sprinkler heads.
- (5) Yard Lighting: Garage-mounted floodlights illuminate the area in front of the garage and the front door. Low wattage lighting exists along one side of the driveway and in several

VII 2. e. (5) (cont'd) landscape groupings in the same area.

(6) Landscaping: The yard is completely landscaped in grass, native shrubs and trees with mulched tree bark groundcover in the landscaped areas. Some shrubs are overgrown along the residence exterior walls and beside the driveway. ISC Seattle administers a yearly maintenance contract for grass-cutting, fertilizing, and trimming. All landscaping is in fair condition and can be corrected gradually with minor additions, under the existing contract.

3. Equipment and Furnishings. The Government-furnished equipment in the house is adequate for the service required. Some appliances are the originals installed when the house was constructed, and the Coast Guard has replaced some since buying the property. Reference (b) identifies each appliance's expected life. Carpeting was replaced throughout the house in 1992. Government-provided room furnishings require no major repair or replacement. The bathrooms will require replacement of fixtures and improved lighting within approximately four years.

4. Support:
(Discuss AFC-30 routine maintenance support responsibilities. List any Blanket Purchase Agreements and standing contracts for quarters support.)

CCGDTHIRTEEN(aph) provides AFC-30 funding and overall management support for the Flag Quarters. ISC Seattle, with oversight by CCGDTHIRTEEN(aph), provides maintenance support. CEU Alameda performs an annual inspection and compiles major maintenance items on their AFC-43 backlog. ISC Seattle maintains the Property Inventory. Funding for routine maintenance has been adequate to date. Maintenance support, either by ISC personnel or contract, also has been adequate since 1983. Routine, preventive maintenance is performed when required. Appendix B lists the maintenance history and funding support for the residence since 1983.

5. Communications:
(Describe existing communications equipment; note any deficiencies or needed upgrades.)

5. The house presently has residential telephone service, and a secure STU-III telephone which are adequate for the quarters.

VII 6. Physical Security:

(Describe adequacy of the quarters' physical security; list Security Manager's last inspection date and any pertinent information on needed upgrades.)

During a May 1992 quarters inspection, CCGD13(ole) identified and recommended correcting several security hazards: exposed utility connections at the house, access to the house through windows, lack of security devices throughout the house (including dead bolts, inside locks, window locks and alarms, a safe room and monitoring system), and exterior lighting and detection devices. Additional physical security is required where the secure telephone is installed. A soundproof booth or some form of white noise generator is required to prevent eavesdropping.

VIII RESPONSIBILITIES:

(List the quarters' funding and maintenance support responsibilities.)

1. Major Work: Exceeds AFC-30 limitations of ISC Seattle (\$3K/project); normally accomplished by contracting. MLC Pacific, through CEU Alameda and FD&CC PAC, designs and executes all AFC-43-funded projects (\$3K to 75% of structure's value) and all AC&I projects.
2. Minor Work: Meets ISC AFC-30 criteria (less than \$3K/project) and exceeds 16 station hours of effort or \$300 material cost. ISC Seattle is responsible for minor work.
3. Service Work: Meets AFC-30 criteria and requires no station hours, less effort, or material costs of \$300 or less. ISC Seattle is responsible for service work.
4. Standing Work: Meets AFC-30 criteria. Work of predetermined need, scope, method and estimated effort usually accomplished without specific user identification (e.g., routine maintenance, preventive maintenance, housekeeping, etc.). ISC Seattle is responsible for standing work, except items included in District-wide contracts.
5. Furnishings and Equipment:
 - a. The provisions of COMDTINST 11103.1(series) apply to acquiring, maintaining, and repairing furnishings and equipment in these quarters. The category of work (major, minor, service) determines the responsible party.
 - b. For guidance in acquiring, maintaining, and repairing artifacts and art, contact the Coast Guard Curator at 301-763-4008.

IX

RECOMMENDATIONS:

(List recommended projects needed to maintain the quarters in good condition. Update list annually; provide copy to Housing Programs Branch COMDT(G-WPW-1) by 01 OCT. Combined with Implementation Plan (Section X, below), these lists should generate appropriate resource programming documents.)

1. The residence is now about 19 years old. ISC Seattle should initiate major maintenance projects to renew the structure and utility systems and add them to the AFC-43 backlog. Replacing the roof and skylight, and rehabilitating the deck are examples. Energy conservation projects, where appropriate, should be done simultaneously with other work.
2. The District Commander and family's physical security is a concern. Chief, Intelligence and Law Enforcement Branch and the District Commander should address the practicality of adding security measures to the Flag Quarters and add appropriate projects to the AFC-43 backlog.
3. Several safety projects are necessary, especially automatic lighting along the driveway and entrance steps. These projects will be accomplished as soon as funding is available.
4. The facilities maintenance support command should program replacing equipment in the house, primarily appliances, as each unit reaches the end of its useful life. Replacement of Government-provided furnishings is not an immediate need, but must be considered within the ten-year view.
5. The facilities maintenance support command must review funding support each year in the AFC-30 budget process. As the quarters age, we must program sufficient maintenance funding. The residence must also compete for AFC-43 project funds each year and the Shore Maintenance Detachment must remain aware of, and support, necessary projects.

X

IMPLEMENTATION PLAN:

(Assign projects cited above to the appropriate budget year recognizing that the end of the useful service life for some items is more predictable than others. The goal is to program replacement or repair systematically and avoid the appearance of engaging in seemingly expensive, unplanned expenditures. Include SSMR numbers and cost estimates for each project. Update list annually; provide copy to Housing Programs Branch, COMDT(G-WPW-1) by 01 OCT.)

X

1. FY-96:

- a. Inspect/insulate under-floor area; wrap ducts and piping in the crawl space. (\$2.0K)

Encl. (4) to COMDTINST 11103.1A

- X 1. b. Replace lanai and enclose end areas exiting from living room and family room. Repair other lanai areas of based on inspection. Existing lanai support is adequate; do not replace. (\$7.5K)
- c. Replace at least one water heater as service conditions indicate. Verify replacement need of second water heater. (\$1.5K).
- d. Replace sheet vinyl flooring in kitchen. (\$900)
- e. Repair concrete driveway and walks. (\$3.5K)
- f. Replace kitchen stove/oven. (\$1.2K)
- g. Replace garbage disposal. (\$300)
- 2. FY-97:
 - a. Replace remaining single pane windows with insulated glass. (\$1.5K)
 - b. Replace cedar shake roof and skylight. (\$5.0K)
- 3. FY-98:
 - a. Replace dishwasher. (\$700)
 - b. Replace furnaces. (\$2.5K)
 - c. Replace water heater. (\$1.7K)
- 4. FY-99:
 - Replace bathroom fixtures and lighting. (\$5.0K)
- 5. FY-00:
 - a. Replace freezer. (\$1.5K)
 - b. Replace refrigerator/ice maker. (\$1.2K)

APPENDIX A

REFERENCES

- (a) Maintaining and Supporting Special Command, Flag, and Command Quarters, COMDTINST 11103.1(series)
- (b) Coast Guard Housing Manual, COMDTINST M11101.13(series)
- (c) Civil Engineering Manual, COMDTINST M11000.11(series)
- (d) Military Handbook - Family Housing, MIL-HDBK-1035
- (e) HUD Minimum Property Standards for One and Two Living Units
- (f) Special Command and Flag Quarters Management Manual, COMDTINST M5300.11(series)
- (g) Local Housing, Engineering, etc., Program directives
- (h) Other

APPENDIX B

MAINTENANCE COST HISTORY

(List all documented major work accomplished on the quarters.)

List of major maintenance from June 1983 to present.

Purchase price of quarters: \$150,331 in FY83.

Maintenance performed by ISC Seattle Work Order or Contract:

Spotlight, Family and Living Room	\$ 300/FY86
Lighting Controls	2,000/FY83
Roof Repairs	650/FY84
Garage Door Opener	100/FY84
Repair Lawn Sprinkler	350/FY85
Pest Control	105/FY86
Cable TV Connection	100/FY87
Pest Control	118/FY89
Shelving in Master Bedroom Closets	500/FY91
Drapes for Office	321/FY91
Pest Control	133/FY92
Double Door in Kitchen and Dining Room	500/FY92
Double Door in Guest Bedroom	500/FY92
Bi-fold Doors on Kitchen Countertops	350/FY92
Bi-fold Doors in Kitchen and Family Room	200/FY92
Deck Repair and Stain	1,500/FY93
Flag Pole	600/FY93
Total by ISC	\$ 8,327

Maintenance by CEU-Funded AFC-43 Contract

Electric Panel and Breakers	450/FY83
Lot Survey	\$ 900/FY83
House Inspection	220/FY83
Insect Inspection	70/FY83
Gas Furnace, Auto Damp and Electrical Start	1,830/FY84
Sun Screen on Deck	1,400/FY87
Paint Exterior	2,500/FY87
Bedroom Furniture	2,500/FY88
Living Room Furniture	1,500/FY88
Insulate Ceiling	489/FY89
Garage Loft and Fence Repair	10,104/FY90
Sprinkler System and Crawl Space Drainage	9,400/FY91
Intrusion Alarm	1,400/FY92
Paint, Carpet, Window and Electrical Mods	14,223/FY92
Total by Contract	\$46,986

APPENDIX C

PREVENTIVE MAINTENANCE SCHEDULE

(List PM items. Assign control number, frequency, name of task, and responsible party.)

A001	Annual (SEP)	Gas Furnace, inspect (Contractor)
A002	Annual (MAY)	Smoke Detector Battery, inspect and replace (Quarters Manager)
A003	Annual (MAY)	Hot Water Heater, flush and fill (ISC Maintenance Staff)
A004	Annual (MAY)	Automatic Garage Door, inspect and adjust (ISC Maintenance Staff)
A005	Annual (MAY)	Sump Pump and Crawl Space Drainage System and Foundations, inspect and service (ISC Maintenance Staff)
A006	Annual (MAR)	Inspect Grounds: landscaping, drainage, driveway, sprinkler system integrity and setup; exterior lighting; preservation; decks (ISC Maintenance Staff)
A007	Annual (MAY)	Inspect and replace caulking at windows, doors, and exterior through-wall wire and plumbing runs (Quarters Manager)
A008	Annual (SEP)	Clean chimney (Contractor)
S001	Semi-Annual (MAR-SEP)	Clean-out rain gutters and storm drains (Quarters Manager)
Q001	Quarterly (JAN/APR, JUL/OCT)	Change air handler filter (Quarters Manager)
Etc.	Etc.	Etc.

Encl. (4) to COMDTINST 11103.1A

APPENDIX D
VICINITY MAP

(INSERT COPY)

Encl. (4) to COMDTINST 11103.1A

APPENDIX E

SITE PLAN

(INSERT COPY)

APPENDIX F

MAIN FLOOR PLAN

(INSERT COPY)

Encl. (4) to COMDTINST 11103.1A

APPENDIX G

PROPERTY SURVEY

(INSERT COPY)

APPENDIX H

FURNISHINGS INVENTORY AND PROPERTY LIST

(INSERT COPY)

APPENDIX I

PHOTOGRAPHS -- INTERIOR & EXTERIOR

(INSERT PHOTOS)

EQUIPMENT ALLOWANCE FOR SPECIAL COMMAND, FLAG, AND COMMAND QUARTERS

<u>Item</u>	<u>Allowance</u>	<u>Basis of Issue</u>
Range, Electric or Gas	1	Per Unit. See Note (1)
Refrigerator	1	Per Unit. See Note (1)
Smoke Detector (required)	1	Per Floor per Unit. See Note (2)
Deep Freezer		See Note (3)
Clothes Washer		See Note (4)
Clothes Dryer		See Note (4)
Dishwasher	1	Per Unit
Garbage Disposal	1	Per Unit
Microwave Oven	1	Per Unit
Trash Compactor	1	Per Unit
Ice Maker	1	Per Unit

- Notes:**
- (1) A second range and refrigerator may be provided in Special Command Quarters.
 - (2) Hard-wired smoke detectors, with battery backup, are required.
 - (3) Other than Special Command Quarters, providing deep freezers in quarters is limited to those where the cognizant medical officer has certified that such equipment is necessary to safeguard health or quarters in remote areas where larger than normal amounts of food must be purchased and cold storage facilities are limited.
 - (4) Clothes washers and dryers are not authorized in the United States. These items may be provided overseas.

DINNERWARE ALLOWANCES FOR SPECIAL COMMAND QUARTERS

ITEMS	QUANTITY
<u>CHINA</u>	
Dinner Service Plate	24
Dinner Plate	24
Salad-Dessert Plate	48
Cream Soup & Stand	24
Bread & Butter Plate	24
Demitasse Cup & Saucer	24
Tea Cup & Saucer	24
<u>CRYSTAL</u>	
Goblet, 11 oz.	24
Dessert, 8 1/4 oz.	24
Claret, 7 1/8 oz.	24
Wine/Champagne, 7 1/8 oz.	48
<u>SILVER FLATWARE</u>	
Teaspoon	24
Place Spoon (Soup-Dessert)	24
Place Fork	48
Place Knife	48
Salad Fork	24
After Dinner Coffee Spoon	24
Butter Spreader	24
Cocktail Fork	24
Cold Meat Fork	2
Gravy Ladle	2
Large Serving Spoon	2
Sugar Spoon	1
Pie Server	1
Butter Serving Knife	4
DS 7 Double Drawer Chest	2
<u>SILVER HOLLOWARE</u>	
Tea & Coffee Set, 5-piece	1
Candelabra, Combination, 3-branch pair	1
Platter, 18"	2
Gravy Set, 3/4-pint	2
Pitcher, 2-quart capacity	1
Bread Tray, 13"	2
Compote	1
Casserole, 2-quart w/Pyrex liner	1
Round Tray, Chased, 13"	2
Round Tray, Chased, 15"	2

TABLE LINEN

An allowance list is not established for table linen; however, items which may be procured from commercial sources include table pads, tablecloths, napkins, and place mats.

FURNISHINGS REDISTRIBUTION PROCEDURES
for
SPECIAL COMMAND, FLAG, AND COMMAND QUARTERS

1. Confirm Inventory

Local Property Officer sends complete inventory to COMDT(G-CFM-3) via the Accountable Item Management (AIM) System

Local Property Officer sends complete inventory of paintings and historical artifacts to COMDT(G-CP-4) via AIM

2. Area Commanders Redistribute Furnishings

Use standard transfer process (DD-1149 & local funding)

Local Property Officer updates inventory through AIM

Forward copies of DD-1149s for artifacts and art to COMDT(G-CP-4)

If special guidance is needed, contact:

G-CFM-3 (Lynn Brown, 202-267-0654) or
G-CP-4 (Gail Fuller, 301-763-4008)

3. Storage or Disposal of:

paintings and historical artifacts not transferred to another set of quarters:

G-CP-4 offers storage at CG Exhibit Center, Forestville, MD, as well as use of National Artifact Loan Program.

silver, silver-service, and china not transferred to another set of quarters:

G-CFM-3 offers "turn-in" at SUPCEN Baltimore.
Please cite "Project 54A."

Excess all other items through the normal disposal process;
see CG Property Management Manual, COMDTINST M4500.5